

Tabitha Lorentzen

Restaurant Team Member - Bruegger's Bagels

Rochester, MN 55906

tabithalorentzen4_zp3@indeedemail.com

+1 507 398 9826

communication between customers, kitchen staff and management. I'm highly effective at anticipating and accommodating customer needs. Friendly, punctual and enthusiastic team player. I working in high-volume environments to meet challenging sales, service and quality objectives. Highly effective at learning new items quickly and dealing with all types of customer requests in an efficient and courteous manner. Creative problem-solver skilled in time management and preparatory work.

Restaurant Server with over 18 years in the food service. dining and catering professional versed in guest services food and beverage operations. Experienced in large scale events, as well as intimate gourmet dining and afternoon tea services. Resourceful professional promoting memorable dining experiences. A team player offering a dynamic personality and an extensive background working in restaurants in Rochester, M.N. Looking for a part time or hopefully full time positions.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Restaurant Team Member

Bruegger's Bagels - Rochester, MN

March 2018 to Present

Recruited, interviewed and hired individuals who would add value to the team while bringing a wealth of experience from (fast food service)

Managed the scheduling for store shifts so that there was proper staffing at all times.

Immediately addressed problems with customers to promote quick and successful resolution.

Processed payments for credit and debit cards and returned the proper change for cash transactions.

Recommended merchandise to customers based on their needs and preferences.

Completed all point of sale opening and closing procedures, including counting the contents of the cash register.

Assigned work to team members based on company needs, personal strengths and job knowledge.

Monitored security and handled incidents in a calm and professional manner.

Operated a cash register for cash, check and credit card transactions with 100% accuracy.

Strategically scheduled team members to maintain optimal staffing levels at all times.

Followed merchandising guidelines to present visually appealing displays.

Responded to customer questions and requests in a prompt and efficient manner.

Supervised and directed all merchandise and shipment processing.

Resolved all customer complaints in a professional manner while prioritizing customer satisfactory

Completed all daily tasks and special assignments with an efficient and quality- driven approach.

Responded to customer concerns with friendly and knowledgeable service.

Actively pursued personal learning and development opportunities.

Answered customer telephone calls promptly and in an appropriate manner.

Used time efficiently when not serving customers, including folding clothes and cleaning out fitting rooms.

Worked with the management team to implement the proper division of responsibilities.

Directed work of as many 4 employees focused on all area's.

Trained a number of new sales associates each quarter.

Cleaned and organized the store, including the checkout desk and displays.

Preserved a perfect attendance record for [all the] months.

Handled all customer relations issues in a gracious manner and in accordance with company policies.

Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.

Shared best practices for sales and customer service with other team members to help improve the store's efficiency.

Stocked and replenished merchandise according to store merchandising layouts.

Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.

Assistant Store Manager

Subway Franchises - Rochester, MN
August 2016 to March 2018

Recruited, interviewed and hired individuals who would add value to the team while bringing a wealth of experience from (fast food service)

Managed the scheduling for store shifts so that there was *proper staffing at all* times.

Immediately addressed problems with customers to promote quick and successful resolution.

Processed payments for credit and debit cards and returned the proper change for cash transactions.

Recommended merchandise to customers based on their needs and preferences.

Completed all point of sale opening and closing procedures, including counting the contents of the cash register.

Assigned work to team members based on company needs, personal strengths and job knowledge.

Monitored security and handled incidents in a calm and professional manner.

Operated a cash register for cash, check and credit card transactions with 100% accuracy.

Strategically scheduled team members to maintain optimal staffing levels at all times.

Followed merchandising guidelines to present visually appealing displays.

Responded to customer questions and requests in a prompt and efficient manner.

Supervised and directed all merchandise and shipment processing.

Resolved all customer complaints in a professional manner while prioritizing customer satisfactory

Completed all daily tasks and special assignments with an efficient and quality- driven approach.

Responded to customer concerns with friendly and knowledgeable service.

Actively pursued personal learning and development opportunities.

Answered customer telephone calls promptly and in an appropriate manner.
Used time efficiently when not serving customers, including folding clothes and cleaning out fitting rooms.
Worked with the management team to implement the proper division of responsibilities.
Directed work of as many 4 employees focused on all area's.
Trained a number of new sales associates each quarter.
Cleaned and organized the store, including the checkout desk and displays.
Preserved a perfect attendance record for [all the] months.
Handled all customer relations issues in a gracious manner and in accordance with company policies.
Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
Shared best practices for sales and customer service with other team members to help improve the store's efficiency.
Stocked and replenished merchandise according to store merchandising layouts.
Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.

Waitress

Bakers Square Restaurant & Bakery - Rochester, MN
July 2015 to April 2016

Provided extensive information about menu items, took down special restrictions and always suggested upsell items like appetizers.
Demonstrated genuine hospitality while greeting and establishing rapport with guests.
Offered enthusiastic and personable service to all customers.
Quickly set up and cleared tables and stocked all service stations.
Maintained clean dining room, lobby and service areas at all times.
Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.
Attended to new tables promptly to answer first questions and take drink orders.
Ensured that food was served to guests at the proper temperature by bringing it to the table immediately.
Verified cash drawer against the day's receipts.
Inspected, pulled and stacked cleaned items and sent soiled items back for re-scrubbing and re-washing.
Attentively served approximately 20-30 guests per shift at a dinner in type of establishment.
Assisted with bussing and restaging tables.
Maintained complete knowledge of restaurant menu, including daily specials.
Upheld highest standard for cleanliness of glass and silverware.
Moved and arranged tables, chairs and place settings and organized seating for groups with special needs.
Displayed enthusiasm and knowledge about the restaurant's menu and products.
Maintained high standards of cleanliness and sanitation.
Skillfully promoted items on beverage lists and restaurant specials.
Affected quick resolutions to customer problems and brought in management when needed.
Completed finishing touches such as garnishes on dishes before final delivery.
Cleared dirty dishes, refilled beverage glasses, cleaned tables and brought baskets of bread.
Carefully pulled out guest chairs, placed clean and current menus in front of guests and recorded accurate *drink orders*.

Relayed orders to bar and kitchen by quickly and accurately recording guest selections and keying them into the register.

Bussed, cleared, cleaned and set tables in a quiet and efficient manner.

Handled customer complaints with poise and grace, immediately resolving issues by contacting the manager

Restocked the salad bar and buffet, refilled condiments, organized pantry area and swept and mopped floors.

Assisted co-workers whenever possible.

Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff.

Addressed diner complaints with kitchen staff and served replacement menu items promptly.

Routinely carried large loads of dishes to kitchen for washing.

Bussed and reset tables and kept dining room and work areas clean.

Routinely removed trash and debris from restaurant.

Followed checklists for shift start and end to help with smooth transitions.

Operated all kitchen equipment adeptly.

Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.

Explained menu options in detail so that customers could make educated decisions on food items.

Consistently kept kitchen areas clean and free of debris and water.

Monitored guest for intoxication and immediately reported concerns to management.

Provided friendly and attentive service.

Delivered quality service by providing a warm and welcoming environment.

Sorted, soaked and washed flatware.

Emptied and maintained trashcans and outdoor dumpster area.

Maintained clean and presentable tables with tableware, spotless glassware, silverware and linens.

Filled in by showing guests to their tables when the hostess was on break.

Upheld standards of cleanliness, food handling and safety.

Developed and maintained positive working relationships with others to reach business goals.

Observed tables to promptly respond to requests and refill beverages.

Served beverages, breads and butter and replenished items as necessary.

Pleasantly greeted guests and offered to take drink orders while they familiarized themselves with the menu.

Immediately reported accidents, injuries or unsafe work conditions to manager.

Effectively listened to, understood and clarified guest concerns and issues.

Folded napkins throughout the day to maintain an adequate supply.

Wiped down kitchen surfaces with fresh cloths, hot water and company-approved cleaning products to prevent food borne illness.

Washed and disinfected kitchen area, floors, tables, tools, knives and equipment.

Education

High school

Skills

- Cash Handling (10+ years)
- customer service (2 years)
- point of sale (2 years)
- RECEPTIONIST (2 years)
- RETAIL SALES (2 years)
- Waiter
- Restaurant Server
- Host
- Busser
- Hostess
- Waitress
- Supervising Experience
- Guest Services
- Food Handling
- Special Needs
- Upselling
- Guest Relations Experience
- Food Service
- Kitchen Experience
- Food Preparation
- Banquet Experience
- Catering
- Merchandising
- Cooking
- Interviewing
- Leadership
- Restaurant experience

Certifications and Licenses

ServSafe

April 2017 to Present

How to serve food safely

Driver's License

food handler certificate

December 2019 to Present

ServSafe certificate

Assessments

Front desk agent (hotel) — Highly Proficient

February 2021

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: Highly Proficient

Customer focus & orientation — Proficient

February 2021

Responding to customer situations with sensitivity

Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

SKILLS Quick problem solver Food preparation
Food and kitchen safety Food serving
High energy Stocking and replenishing
Top-tier, full-service dining background Food and beverage pairings
Compliance standards Upselling techniques
Food safety procedures Table clearing and setting
Courteous, professional demeanor Order taking
Guest relations Special dietary needs
Cash handling Organized and efficient server
Communications Hospitality
Sales Thrives in fast-paced environment
Teamwork and collaboration Menu expertise
Dining experiences Table setting
Customer service Accurate money handling
Point of sale / checkout Cleaning
Tableside service Lifts and carries up to [55] lbs
Order delivery Flexible schedule capability
Beverage preparation Sanitation requirements
Food allergy knowledge Cash handling expert