

HEATHER HEYBOER

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SUMMARY

Outgoing Manager offering extensive knowledge of hospitality etiquette, food preparation and superior customer service. Server bringing enthusiasm, dedication and an exceptional work ethic. Trained in customer service with knowledge of a variety of food, wine, and spirits. Dedicated to positive guest relations, desires a position as a server in a fast-paced restaurant or bar. High volume dining, customer service, and cash handling background.

HIGHLIGHTS

- Highly responsible and reliable
- Upbeat, outgoing and positive
- Works well under pressure
- Exceptional interpersonal skills
- Strong communication skills
- Detail-oriented
- Organized
- Excellent multi-tasker
- Calm under pressure
- Trained in liquor, wine and food service
- Food safety understanding
- High-volume dining
- Cash handling accuracy
- Suggestive selling
- Outstanding customer service
- Anticipating guest needs
- Balancing the cash register
- Cash and credit transactions
- Ability to handle fast-paced environment
- Ability to handle/resolve problems

ACCOMPLISHMENTS

Awarded "Outstanding Employee" in 2013 at Hog Island Subs. Appeared twice on morning news WZZM 13 for promotion of Hog Island Subs.

EXPERIENCE

09/2012 to 11/2014

Manager

Hog Island Subs - Grand Rapids, MI

Conducted daily pre-shift and weekly departmental meetings to ensure organizational efficiency. Scheduled and directed staff in daily work assignments to maximize productivity. Efficiently resolved problems or concerns to the satisfaction of all involved parties. Continually monitored restaurant and took appropriate action to ensure food quality and service standards were consistently met. Minimized loss and misuse of equipment through proper restaurant supervision and staff training. Exhibited thorough knowledge of foods, beverages, supervisory duties, service techniques, and guest interactions. Assigned tasks and oversaw the direction of employees to ensure compliance with food safety procedures and quality control guidelines. Developed and maintained exceptional customer service standards. Optimized profits by controlling food, beverage and labor costs on a daily basis. Consistently maintained high levels of cleanliness, organization, storage, and sanitation of food and beverage products to ensure quality. Performed restaurant walk-throughs to gauge timeliness and excellent service quality. Developed and maintained a staff that provided hospitable, professional service while adhering to policies and business initiatives. Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees. Regularly updated computer systems with new pricing and daily food specials. Managed accounts payable, accounts receivable and payroll. Counseled and disciplined staff when necessary. Assisted co-workers.

01/2014 to 07/2014

Tanning Consultant

Sun Tan City - Holland, MI

Delivered excellent customer service by greeting and assisting each customer. Offered exceptional customer service to differentiate and promote the

company brand. Addressed customer inquiries and resolved complaints. Helped customers select products that best fit their personal needs. Educated customers on product and service offerings. Consulted with customers on the latest styles and trends. Stocked and restocked inventory when shipments were received. Reorganized the sales floor to meet company demands. Maintained visually appealing and effective displays for the entire store. Kept the showroom clean and maintained neat, orderly product displays. Contributed to merchandising ideas at team sale meetings. Kept current on market and product trends to effectively answer customer questions. Built and maintained effective relationships with peers and upper management.

12/2014 to 02/2015

Server

Mugs N Jugs - Largo, FL

Delivered exceptional service by greeting and serving customers in a timely, friendly manner. Assisted guests with making menu choices in an informative and helpful fashion. Maintained knowledge of current menu items, garnishes, ingredients and preparation methods. Answered questions about menu selections and made recommendations when requested. Appropriately suggested additional items to customers to increase restaurant sales. Promptly served all food courses and alcoholic beverages to guests. Regularly checked on guests to ensure satisfaction with each food course and beverages. Delivered exceptional, friendly and fast service. Skillfully anticipated and addressed guests' service needs. Inquired about guest satisfaction, anticipated additional needs and happily fulfilled requests. Politely answered phones promptly and recorded and confirmed reservations. Maintained a professional tone of voice and words at all times, including during peak rush hours. Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas and service refrigerators. Managed closing duties, including restocking items and reconciliation of the cash drawer. Consistently adhered to quality expectations and standards. Demonstrated awareness of liability issues and the law by confirming legal drinking age and discontinuing service to intoxicated guests. Correctly calculated charges, issued bills and collected payments. Provided high quality service.

EDUCATION

2011

High School Diploma: Marketing

West Ottawa High School - Holland, MI, United States

3.5 GPA

Bachelors: Business Management

DeVry University - Chicago, IL, United States

Coursework in Business Management and Operations