

THEODORE COOMBS

5245 Newton St. • Denver, CO. 80221 • 720 - 447-7610 • tcoombs@wgu.edu

Restaurant Server

Profile

Over 15 years of customer service experience in restaurant and retail settings. Highly motivated, able to multi-task and prioritize workload under pressure, as well as increase pace as workload demands. Excellent interpersonal skills, with the ability to build rapport and develop regular clientele. Team player, noted for volunteering to work additional shifts in other departments. Keen attention to detail.

KEY SKILLS

Customer Service/Sales: Skilled in essential physical job functions - anticipating needs and empathizing with diverse customers. Speak clearly, quickly identify and resolve problems, listen and respond to requests, and follow up to assure complete satisfaction. Trained in the preparation of table side dinner's and desert's. Outstanding up-selling ability, without over-selling.

Server: Accurately and quickly take and place all food orders. Answer all questions about cooking methods, menu items, specials and prices. Prepare and/or deliver food, beverage, and desert orders. Check food for appearance, temperature and portion size, and deliver food orders in a timely fashion. *Recognized as top server. Routinely manage 6-table station on busy Friday and Saturday night shifts. Consistently achieve sales goals.*

Team Lead/Trainer: Experienced in leading teams, delegating work, enforcing policies, and ensuring assigned tasks are completed. Motivate co-workers.

Accounting/inventory: Accountable for cash and credit transactions. Also, skilled in receiving deliveries and verifying 400-piece orders; noted discrepancies, damages, and missing items.

Computer proficiencies: Various POS software programs.

PROFESSIONAL EMPLOYMENT

Server

McCormick's Fish House, Denver, CO. 2/10 to Present

The Broker/Buchanan's, Lakewood, CO. 8/87 to 2/89

Carnival Cruise Lines, Miami, FL. 8/83 to 5/84

Grove Isle Club, Coconut Grove, FL. 5/80 to 7/83

Caesar's Palace, Lake Tahoe, NV. 4/79 to 6/83

EDUCATION / SELF EMPLOYMENT

Control Data Institute Denver, CO. Computer Technolgy 6/86 to 8/89 AS Degree Western Governor's Univ. Salt Lake City, UT. Information Technolgy 5/09 to Present

Qualitymattersllc Denver, CO. Owner, Comm. & Res. Cont. 9/97 to 2/12