

Erika Sykes

Restaurant Manager

Kalamazoo, MI 49008

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Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with clients.

Work Experience

Shift Supervisor

JD Cleaning Services - Grand Rapids, MI

December 2014 to November 2021

- Supervised night shift. Performed daily cleaning inspections for priority customer. Scheduled employees for their weekly cleaning tasks. Performed light cleaning duties; dusting, vacuuming, watering plants, window washing. Monitored employees with security cameras. Ordered parts for broken commercial cleaners and scheduled performance maintenance.

Server/Host/Bakery Attendant

Arnie's Restaurant and Bakery - Grand Rapids, MI

September 2016 to March 2020

Greeting guest with a smile. Taking orders promptly and correctly. Thoroughly explain daily and dinner specials. Expediting food to deliver to guest. Keeping up on running side work and daily cleaning. Shift supervisor: Checking server's side work, rolling silverware and sections. Helping out wherever I am needed.

Parts Coordinator

Triad Service Center - Kentwood, MI

July 2017 to September 2019

- Identify cost savings areas and initiate projects to capitalize on savings.
- Work closely with all departments within Morrison Industries.
- Develop and maintain vendor relations.
- Communicate with vendors regarding any issue with quality, pricing, delivery.
- Enter and maintain blanket purchase orders.
- Responsible for the procurement of materials necessary for the daily operation of the company and inventory control.
- Handles incoming calls or inquiries from prospective customers or clients
- Assists customers effectively by solving customer disputes

General Manager Trainee

Taco Bell - Kentwood, MI

October 2015 to September 2016

Managing program; ordering food, food safety program, pest control certification, safeserve, auditing food. Employee disciplinary actions, hiring and terminating staff. Responsible for drive thru and dining room speed of service. Trained employees on new menu items. Trained and certified on all positions. Responsible for daily safe audits, cash draw counts before and after shifts. Morning Shift Manager responsibilities include; opening the store, food preparation, food safety checklist, employee distribution schedule, daily food counts, clean fryers, make sure all equipment is working properly and clean and stock dining area before doors are open to the public.

Sales Support

Fastenal Co - Kentwood, MI

May 2006 to February 2014

- Analyzed customers' financial activities and determined their credit rating
- Planned and advised regarding the layout of stock rooms and warehouses
- Researched, compiled, and prepared quotes
- Provided customers with guidance handling complex problems
- Resolved escalated complaints
- Trained other sales support representatives on daily operations
- Maintained records pertaining to inventory, personnel, orders, supplies, and machine maintenance
- Counted cash drawers, balanced customer checks, and redistributed inventory as needed

Administrative Assistant/Bartender/Server/Host/Food Prep

Max & Erma's - Grand Rapids, MI

October 2000 to August 2006

- Crossed trained in multiple positions
- Trained new servers on POS system
- Oversaw server's schedules
- Distributed tips to bartenders and hosts
- Scheduled large groups and maintained floor schedule
- Answered e-mails and other necessary correspondence
- Counted cash and coupons for daily deposits
- Maintained inventory and ordered office/restaurant supplies
- Received products and distributed to proper work stations

Education

Certificate

Glen Oaks Community College

2002

Diploma

Mendon High School

1989

Skills

- Microsoft Word Certification (10+ years)
- Microsoft Power Point Certification (10+ years)

- Customer Service
- POS
- Powerpoint
- Sales
- Sales Support
- Auditing
- Restaurant Experience
- Food Safety
- Restaurant Management
- Food Service
- Catering
- Bartending
- Merchandising
- Food Preparation
- Banquet Experience
- Host/Hostess
- Cash Handling
- Kitchen Management Experience
- Inventory Control
- Serving Experience
- Computer literacy
- Supervising experience
- Office experience
- English
- Financial services
- Cooking
- Microsoft Office
- Purchasing
- Cleaning Experience
- Upselling
- Labor Cost Analysis
- Budgeting
- Shift Management
- Recruiting
- Order entry
- E-commerce

Certifications and Licenses

Food Handler Certification

Assessments

Customer focus & orientation — Expert

August 2021

Responding to customer situations with sensitivity

Full results: [Expert](#)

Customer service — Highly Proficient

July 2021

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

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

Additional Information

- Manager Trainer for General Manager's program
- Inventory database management via Microsoft Office
- Accurate cash handling and use of various POS systems
- 5+ years administrative and sales experience
- 6+ years customer service experience