

## **Tou Lee**

11135 Clarkson St • Northglenn, CO 80233 • 720-585-7004 • toudoualee20@gmail.com

## **Skills & Qualifications**

5 years of experience in Customer Service Supervisory position

Oversee and supervise daily frontline operations for daily workflow and scheduling

Ability to identify resolutions to customer's requests and accommodations

Provide coaching and training to new and current team members to build collaborative work culture, food safety knowledge and increased positive delivery of customer service

Perform consistent and timely cleaning of kitchen, lobby area, and restaurant premises

Strategic in developing innovative ideas to meet restaurant goals

Strong interpersonal skills to communicate effectively with customers, team staff and management members

Complies with company safety policies, rules and regulations

Ability to read and interpret safety rule documents, operating and maintenance instructions and manuals

Willingness to work in a team, as well as independently

## **Previous Work Experience**

SHIFT SUPERVISOR I KFC, Northglenn, CO

May 2018- Present

- Assemble customers and kitchen orders correctly and promptly
- Follow and maintain restaurant safety food handling, cleanliness and organized presentation of work areas
- Support restaurant goals and initiatives
- Work and support team to meet restaurant demands in a fast and friendly manner
- Manages and conducts weekly inventory count
- Provide customer service coverage through in store ordering, electronic orders and drive thru
- Oversees and manages cashier balances and daily workflow coverage
- Mentor, train and motivate team members to deliver first-class customer service and food handling safety
- Maintain cleanliness through organized upkeep and regular attention to housekeeping requirements

## **Education**

High School Diploma I Thornton High School

Graduated: May 2018

- Thornton, Colorado

## **Certifications and Licenses**

Serv Safe

Active: January 2020- January 2025

## **Professional Reference List**

Sheryl Lechner

303-929-8861

Position: General Manager

Relationship: Supervisor, KFC

Andrew Lechner

720-499-7703

Position: Floor Manager

Relationship: Supervisor, KFC

Bianca Sandavol

720-936-1402

Position: Crew Member

Relationship: Work Colleague, KFC