

JESSICA LESLIE

- Fine Dining • Hospitality • Customer Operations

Resume & Highlights

More than 6 years of proven success in high-volume, fast-paced restaurant, banquet hall, and front desk operations.

Talented in **managing** and **supervising** all restaurant operations from cash-outs to closings, to delegating tasks and ensuring staff productivity.

Well-respected for passion to deliver services to others in the most hospitable, comfortable, and warming way.

Professional & customer-focused demeanor; eloquent communication capabilities; strong organizational and sanitary skills.

CAREER TARGET:

Fine Dining Establishment

CAREER HIGHLIGHTS

Lt Petite Restaurant, Toronto, ON.....August 2014 to Current
CLOSING MANAGER/SUPERVISOR

- Promoted from Bartender/Hostess to Closing Manager/Supervisor within one month for recognition of leadership and management abilities.

Relax Inn & Suites, Toronto, ONApril 2012 to August 2014
BREAKFAST ATTENDANT/HOSPITALITY REPRESENTATIVE

- Acknowledged for ability to independently clear 300 guest plates. Commended for desire to learn every aspect of front desk position.

Harper Inn Express, Toronto, ONJanuary 2012 to April 2012
FRONT DESK INTERNSHIP

- Recognized for outstanding customer and guest service excellence while always maintaining professional composure in times of stress.

Pepper Bread, Toronto, ON..... January 2011 to February 2012
LINE ASSOCIATE/TRAINER

- Promoted to train new employees in recognition of high standards in the kitchen and excellent customer service.

Chop House, Toronto, ON May 2010 to August 2011
HOST/BARTENDER/SERVER

Casino Slots, Sudbury, ON.....September 2009 to May 2010
PLAYERS SERVICES REPRESENTATIVE

Delta Banquet Hall, Sudbury, ON June 2009 to May 2010
HOST/SERVER



SKILLS & ACCOMPLISHMENTS

- ✓ Restaurant management
- ✓ Leadership abilities
- ✓ Staff training & development
- ✓ Exceptional customer service
- ✓ Rapid & efficient food preparation
- ✓ Hospitality sales
- ✓ Productivity improvement
- ✓ Attention to detail & cleanliness
- ✓ Keen marketing awareness
- ✓ Ability to remain calm under pressure & problem-solve

EDUCATION & CERTIFICATES

- Hospitality, Tourism & Leisure Diploma (2012)**
Humber College, Toronto
- Safe Travel Planner (2012)**
- Red Cross CPR (January 2012)**
- Sanitation (January 2011)**
- Smart Serve (May 2010)**

O.S.S.D. (May 2009); *Sudbury Secondary School, ON*