

MARISA ALLEN

5344 OAKLAND ST, Philadelphia, PA 19124 | H: 484-318-5964 | msoto12343@gmail.com

Summary

Seasoned Food Service Manager adept at optimizing department operations by maximizing efficiency, performance and cost controls. Strong communicator and strategic planner with excellent conflict management abilities. Seeking challenging position at a highly recommended with room for career growth.

Skills

- ServSafe Certified- A36769 expire 4/2020
- Excellent communication, reading and writing skills; fluent in English and Spanish
- Hardworking, dependable and goal oriented quick learner
- Ability to be self-directed/ work independently and within a group successfully
- Sales leadership
- Hiring procedures
- Decision making
- Outstanding cleanliness

Experience

Food Service Manager

02/2011 to Current

Linton's Food Management Services

Blue Bell, PA

- Maximized food quality by closely monitoring shipments, preparation and food handling by team members.
- Kept food storage and preparation equipment in good working order to maximize safety and cost-efficiency of operations.
- Established and enforced standards of personnel performance and service to provide customers with consistent and positive experiences.
- Trained and mentored up to five new employees each quarter.
- Completed reports outlining meal numbers, service efficiency and various contributing costs.
- Assessed employee schedules for effectiveness and approved all timesheets.
- Adhered to all company food, safety, quality and sanitation policies.
- Kept kitchen clean, neat and sanitized by implementing surface and equipment schedules and standards.

Cook

07/2008 to 02/2011

Linton's Food Management Services

Blue Bell, PA

- Conducted daily inspections and maintained food sanitation and kitchen equipment safety reports.
- Modified standard recipes due to ingredient issues or customer requests, including allergen concerns.
- Kept stations stocked and ready for use to maximize productivity.
- Consulted with front-of-house staff to understand customer desires and meet special dietary considerations.
- Followed proper food handling methods and maintained correct temperature of all food products.
- Identified opportunities to increase revenue, decrease kitchen expenses and maximize departmental productivity without compromising guest satisfaction.
- Verified kitchen staff followed all recipes and portion serving guidelines correctly.

Guest Room Attendant

03/2002 to 08/2007

Bally's Park Place Casino

Atlantic City, NJ

- Welcomed guests, provided answers to questions, and anticipated guests' service needs.
- Used specific cleaning products in each guest room as per company procedures.
- Delivered extra linens, paper products, and toiletries to guests upon request and in the timeliest fashion.
- Trained newly hired room attendants on company policies, cleaning procedures and customer service

techniques.

- Oversaw an inventory of items that were placed in each guest room.
- Made sure that each guest room was locked after performing housekeeping services and maintained complete security of such rooms at all times.
- Cleaned guest rooms and changed linens according to specific company guidelines and ensured that each room met standard setup compliance.
- Vacuumed, dusted, and polished furniture in the common areas including hallways and waiting areas at elevators.
- Maintained exceptional guest satisfaction by working closely with general manager and reporting feedback from customers.
- Provide excellent customer Service.

Line Operator

10/1994 to 01/2002

Paulsboro Packings Inc

Paulsboro, NJ

- Completed thorough inspects of finished products in compliance with established protocols and compared results against production specifications.
- Kept line material levels within required levels to meet production goals.
- Maintained optimal production schedules by safely and quickly operating packaging machinery of various types and at various stages of production lines.
- Applied labels and transferred products to final shipping area with smooth and consistent flow focused on synchronizing operations and meeting timetables.
- Adjusted machine components, machine tensions, and machine pressure according to size and processing angle of product.
- Adjusted machine feed and speed if machine malfunctioned.
- Drove team performance through effective training, coaching and motivating of line employees.

Education and Training

High School Diploma

Chester High School

1992

Chester, PA