

# ERICA R. DUNN

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Braun Northwest  
150 North Star Road Chehalis, Wa 98532

Dear Braun Northwest,

I'm writing to apply for the position of painter or assembly at your company Braun Northwest. I am confident that my skills are well-aligned with the role, and that I would be an excellent fit for your organization.

My skill-set and industry expertise are comprehensive and up-to-date. I make it my top priority to see that all job tasks are completed correctly and efficiently. My career has also seen its share of achievements; while working as an Assistant Manager at Shari's Restaurant, I successfully increased overall profits by reducing waste and labor costs by paying attention to specific details, such as inventory and labor percentages.

My enthusiasm and commitment to excellence have served me well. I have extensive experience with customer relations, having had the chance to significantly develop my people skills while working as an Assistant Manager at Shari's Restaurant as well as Samurai Sam's. As you can see from my resume, I have been out of the workforce for nearly 2 years. During this time, I have been attending to my son whom has a medical condition in which I was working with medical professionals to get under control. His medical condition has been determined stable and I am now ready to return to a regular job and apply myself to any tasks required.

I believe my experiences and track record make me an excellent fit for this opportunity. I have enclosed my resume for your consideration. Please feel free to contact me via phone or email at a time of your convenience to discuss my background as well as the requirements for the role.

Sincerely,

Erica R. Dunn

(360) 304-1958  
ERDESD14@GMAIL.COM

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# *Erica R. Dunn*

## *Restaurant Manager*

1787 SW Fair Ave.

Chehalis, WA 98532

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### **SKILLS**

- Service- orientated
- Dynamic, friendly hostess
- Natural leader
- Strong work ethic
- POS systems operations
- Trained in performance & wage reviews
- Marketing and advertising
- Inventory control & record keeping
- Staff scheduling
- Passion for customer service
- Proven cost-control expert
- Conflict resolution techniques
- Results-orientated

### **EXPERIENCE**

#### ***Texas Roadhouse, Kennewick, WA*** SERVER/LINE DANCER 10/2013 - 05/2016

- Organized special events in the restaurant.
- Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Maintained a safe working and guest environment to reduce the risk of injury and accidents.
- Greeted guests within 60 seconds of being sat.
- Suggestive selling and upselling.
- Food and beverage orders and inputting them into the POS terminal.
- Line dancing every 30 minutes for the customers entertainment.
- expediting food and beverages.
- Cash and card handling.

#### ***Shari's Restaurant, Spokane, WA*** ASSISTANT MANAGER 07/2010 - 08/2013

- Overview front of house personnel to maintain adequate staffing and minimize overtime.
- Maintained a safe working and guest environment to reduce the risk of injury and accidents.
- Developed, implemented & managed business plans to promote profitable food and beverage sales.
- Skillfully interacted with external vendors to obtain the best quality in pricing and product.
- Conducted timely performance evaluations for all front of house staff.
- Effectively managed payroll and timekeeping, including completion of the proper paperwork for new hires and terminations.
- Promoted the business through participation in and sponsorship of community events.
- Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.

- *Created fun team building activities to engage staff in up-selling to meet revenue targets.*
- *Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.*

***Samurai Sam's, Spokane, WA*** ASSISTANT MANAGER 09/2006 - 03/2010

- *Carefully interviewed, selected, trained and supervised staff.*
- *Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.*
- *Organized special events in the restaurant, including receptions, promotions and corporate luncheons.*
- *Carefully developed a lucrative annual food and beverage marketing plan and strict budget to maximize profits.*
- *Correctly calculated inventory and ordered appropriate supplies.*
- *Actively participated in ongoing customer service programs to build sales and rapport in the community.*
- *Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.*
- *Led and directed team members on effective methods, operations and procedures.*
- *Prepared for executed new menu implementations.*
- *Oversaw front of house personnel to maintain adequate staffing and minimize overtime.*

***ADDITIONAL INFORMATION***

- *Excellent customer service skills*
- *Able to work on a rotating shift*
- *Excellent communication skills*