

Michael Klimek

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(360)2597096

Effectively manage personnel and business operations to handle demanding Food and Beverage needs while maximizing customer service standards. Trained in handling food, organizing inventory and optimizing customer relation. Diplomatic in addressing customer concerns and resolving issues

Authorized to work in the US for any employer

Work Experience

Food and Beverage Lead Supervisor

Lucky Eagle Casino and Hotel - Rochester, WA

September 1997 to February 2020

- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.
- Enhanced training programs to strengthen employee knowledge and promote team members from within.
- Applied strong leadership talents problem-solving skills to maintain team efficiency and organize workflows to meet any daily demands.
- Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer service.
- Maintained compliance with company policies, objectives, and communication goals.
- Handled customer complaints
- Interviewed, hired and trained new employees for multiple positions.
- Set and managed schedules to give proper coverage to required areas and meet customer service demands.

Education

High School Diploma

Oakville High School - Oakville, WA

June 1994

Skills

- Costs Controls
- Staff Management
- Safe Food Handling
- Customer Contact
- Recruitment
- Scheduling

Links

<http://autumndklimemail.com>