

Gladis Zupke

Food Service Assistant

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☎ (188) 461-8521

📍 123 Magnolia Lane,
Charleston, SC 29403

Education

Diploma in Food Service and Hospitality Management at Trident Technical College, Charleston, SC

Aug 2018 - May 2022

Relevant Coursework: Food
Safety and Sanitation,
Nutrition and Menu Planning,
Culinary Techniques, Hospitality
Management, Food and
Beverage Operations, Customer
Service, Event Planning, and
Financial Management in Food
Service.

Links

[linkedin.com/in/gladiszupke](https://www.linkedin.com/in/gladiszupke)

Skills

Menu planning

Food preparation

Sanitation protocols

Customer service

Inventory management

POS system operation

Allergen awareness

Languages

English

German

Profile

Dedicated Food Service Assistant with 1 year of experience providing exceptional customer service and support in fast-paced food service environments. Proficient in food preparation, maintaining cleanliness, and ensuring adherence to safety regulations. Demonstrated ability to work well under pressure and deliver excellent service to ensure customer satisfaction. Eager to contribute and grow in a dynamic food service setting.

Employment History

Food Service Assistant at Sodexo, SC

May 2023 - Present

- Successfully managed and served over 500 meals daily to customers, maintaining a high satisfaction rate of 95% for the duration of my work at Sodexo, SC.
- Streamlined inventory management processes, resulting in a 20% reduction in food waste and an annual cost savings of \$15,000 for the company.
- Led a team of 10 food service workers, achieving a 100% on-time meal delivery record for six consecutive months while maintaining exceptional food quality and presentation.
- Implemented a new employee training program, reducing the average onboarding time by 50% and increasing overall staff efficiency by 30% within the first year.

Food Service Assistant Trainee at Aramark, SC

Sep 2022 - Apr 2023

- Successfully completed a rigorous 3-month training program, gaining proficiency in various food service tasks, including food preparation, sanitation, and customer service.
- Increased overall customer satisfaction by 20% through the implementation of new food presentation techniques and improved communication skills with patrons.
- Assisted in reducing food waste by 15% by implementing efficient inventory management practices and closely monitoring food expiration dates.
- Collaborated with a team of 10 food service assistants to serve over 500 meals daily at a busy Aramark location, ensuring timely and accurate delivery of orders.

Certificates

ServSafe Food Handler Certification

Jul 2021

Certified Professional in Catering and Events (CPCE)

May 2020