6659 Avenue Henri-Julien

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(204) 880-0721

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Kaden Leclerc

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| Objective |  | To obtain a position in a great and organized setting. Bringing strong desire to lead, coach and mentor along with a passion for guest satisfaction and ability to deliver a perfect guest experience. |
| Skills & Abilities |  | • Proven leader in hospitality/customer service settings – management experience in a restaurant environment• Demonstrated ability to perform instant decision making, supporting the staff, and complete interaction with guests• Proven record of enforcing standards for individual performance• Able to assess staffing needs and recruit staff• First-hand experience with monitoring procurement, storage, preparation, cooking, handling, and serving of food and beverage• CPR, Serving It Safe, Food Handlers certificates obtained |
| Experience |  | guest service agent, hotel bonaventure montrealJune 2016 – Present• Register guests and assigns rooms. Accommodates special requests whenever possible.• Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.• Knows room locations, types of rooms available, and room rates.• Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.• Coordinates room status updates with the housekeeping department by notifying housekeeping of all check outs, late checkouts, early check-ins, special requests, and day use rooms. Shift manager, Swiss Chalet Rotisserie & GrillAugust 2011 – July 2014* Coordinated the entire operation of the restaurant during scheduled shifts

• Managed staff and provided them with feedback• Preparing reports at the end of the shift, including staff control, food control, and sales, daily and weekly food and chemical and packaging inventory• Resolved issues related to both staff and guests• Maintained high standards of quality control, hygiene, and health and safety• Prepared cash drawers and provided petty cash when neededFood runner, Hy’s SteakhouseSeptember 2010 – June 2011* Expedited and ran food, ensuring perfect presentation • Assisted waiters with their tables• Casual maintenance duties, cleaning duties

Waiter’s assistant / banquet server – Provence bistro at Niakwa Country ClubApril 2010 – August 2010* Expedited and ran food, ensuring perfect presentation
* Assisting waiters with their tables
* Serving during banquets, sections up to 10 tables
* Casual maintenance, cleaning duties. Weekly assistance with inventory
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| Education |  | Currently attending collège lasalle, hotel management.• Graduated from High School at College Jeanne-Sauvé |
| References |  | Maude vien, director of operations, hotel bonaventure – (514) 878-2332jason gibbons, Assistant Manager, Swiss Chalet – (204) 881-2534John McMillan, General Manager, Hy’s Steakhouse – (204) 942-1000Shawn Brandson, Owner, Provence Bistro – (204) 256-7326 |