6659 Avenue Henri-Julien

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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 montreal June 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 & Grill August 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 needed Food runner, Hy’s Steakhouse September 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 Club April 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 |
| 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) 942-1000 Shawn Brandson, Owner, Provence Bistro – (204) 256-7326 |