

# Pamela Kopp

441 Sheridan Blvd., Cape May, NJ 08204

(c)609-884-5200 (h)609-884-9043

**OBJECTIVE:** Seeking a food server's position in a fine dining establishment utilizing my 25 years of knowledge in all aspects of the food service industry.

## **EXPERIENCE:**

### **Shift Supervisor of Food & Beverage**

- Directed front of house operations.
- Supervised 50 to 100 employees at any given time.
- Prepared employee schedules and payroll.
- Initiated personnel actions, such as promotions, transfers, discharges and disciplinary measures.
- Resolved worker grievances and submitted unsettled grievances to union.
- Established a successful relationship with restaurant managers.
- Successfully handled switching between 5 different restaurants on casino property at any given time.
- Assisted servers and supervisors/managers in identifying and resolving issues.
- Prepared and submitted daily log of all occurrences on shift.
- Observed operations to ensure compliance with procedural standards.
- Conducted inventory analysis, ordered stock, prepared reports.
- Resolved guest complaints.

### **Food Server/Manager**

- Presented menu to diner, suggesting dinner courses, appropriate wines and answering questions regarding food preparation.
- Served meals to patrons according to established rules of etiquette, working in formal setting.
- Relayed orders to kitchen and served courses from kitchen and service bars.
- Observed diners to respond to any additional requests and to determine when meal had been completed.
- Totaled bills and accepted payments.
- Maintained high standards of excellence.
- Trained and managed service staff.
- Responsible for overseeing seating of diners by hostesses to maintain fairness to servers.
- Was instrumental in changing procedures to improve efficiency.

# Pamela Kopp

Page 2

**SKILLS:** Micros, Squirrel and Aloha  
Microsoft PowerPoint, Word, Access, Excel, Office Tools  
Quicken, Lotus

**EMPLOYMENT:**

**Ruth's Chris Steak House** Atlantic City, NJ  
Server 2005-2006

**A-Dam Good Crab Shack , Tropicana Casino** Atlantic City, NJ  
Head Server 2004-2005

**International House of Pancakes** Atlantic City, NJ  
Manager/Server 2004

**Resorts Casino Hotel** Atlantic City, NJ  
Gourmet Food Server 1999-2001

**Ceasars Atlantic City Hotel-Casino** Atlantic City, NJ  
Food & Beverage Shift Supervisor 1996-1997

**EDUCATION:** **Wilwood Catholic High School** Wildwood, NJ  
*Diploma*

**Flagship Real Estate Course** Atlantic City, NJ  
*State License*

**REFERENCES:** Available upon request