KELLY STEINBERG

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**Summary**

Proven dining experience manager with a strong record at Sanford, focused on enhancing guest satisfaction and operational efficiency. Expertise in hospitality management combined with a calm demeanor leads to consistent service excellence and recognition for innovative solutions. Skilled in fostering inclusive, high-performing environments to drive team collaboration and performance. Also a dedicated and responsive professional with proven skills in classroom management, behavior modification, and individualized support. Comfortable working with students of different skill levels to promote learning and boost educational success. Serves as a role model by using a growth mindset to develop young minds and inspire love of learning.

**Skills**

Thorough Table Preparation Logistics Coordination Expertise Hostess support

Collaborative Team Support Composed Presence

Effective Shift Management Dining Experience Management Hospitality Management Experience Wine and Culinary Pairing

Service Excellence

Guest engagement

Effective Conflict Resolution

Growth mindset

Cognitive and behavioral development

Formative assessments and Standard-based grading Parent and teacher conferences

Serving diverse communities

Literacy development

Differentiated instruction

Family involvement

Confident Speaking Ability

Verbal and written communication

Excellent classroom management

**Experience**

**Server/Floor Manager** | Sanford Health - Milwaukee, WI | 04/2021 - Current

Maintained polite and professional demeanor to patrons to encourage inquiries and order placements. Provided excellent customer service to ensure satisfaction.

Collaborated with other restaurant staff members to ensure efficient operations within the restaurant environment. Collaborated with kitchen staff to ensure timely preparation and delivery of orders.

Monitored dining room for cleanliness and proper set-up at all times.

Brought wine selections to tables with appropriate glasses and poured for customers.

Performed opening and closing duties such as setting up the dining area, restocking supplies. Trained new employees on restaurant procedures and plating techniques.

Maintained knowledge of current menu items, garnishes, ingredients, and preparation methods. Communicated effectively with kitchen staff regarding customer allergies or special requests. Collaborated closely with team members to achieve project objectives and meet deadlines. Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service. Approached customers and engaged in conversation through use of effective interpersonal and people skills.

**High School English Teacher** | Carmen Schools of Science and Technology - Milwaukee, WI | 01/2024 - 08/2025

Developed class learning plans to meet district and statement requirements for instruction. Developed and implemented lesson plans to teach grammar, composition, reading comprehension, literature analysis and creative writing.

Provided individualized instruction to accommodate different learning styles and abilities. Repeated key lesson information to teach grammar and help students grasp concepts. Differentiated instruction for students with wide range of skill and interest levels.

Fostered an inclusive learning atmosphere where all students feel welcome and respected. Participated in professional development workshops to stay current with educational trends and methodologies. Compiled, administered and graded examinations and other assigned work.

**4th Grade Teacher** | St Monica School - Whitefish Bay, WI | 08/2021 - 08/2023

Communicated regularly with parents and guardians regarding student progress and concerns. Fostered a classroom culture that supports diversity and inclusivity.

Maintained positive classroom culture through behavior management techniques.

Encouraged and supported students in setting and achieving personal and academic goals. Collaborated with other teachers to create interdisciplinary projects and activities.

Created safe, nurturing environment of trust and respect.

Attended in-service training and professional development courses to stay on top of policy and education changes.

Assessed student learning through varied formative and summative assessments.

Improved student engagement by implementing student-centered classroom management techniques to foster academic curiosity.

Utilized educational technology to enhance teaching and learning experiences.

Conducted regular parent-teacher conferences to discuss student progress and concerns. Handled challenging classroom behaviors with positive and affirming techniques.

**Yoga Instructor** | Yogaone Studio - Fox Point, WI | 10/2009 - 02/2019

Prepared for classes in advance, selected and queued music beforehand and began and ended classes on time for maximum benefit to attendees.

Improved health and well-being of class participants by instructing on healthy lifestyles, food choices, proper movement and posture.

Invited individuals of all ages and fitness levels to participate in classes.

Developed a variety of classes based on the needs of the participants.

Advocated for the integration of yoga into daily life to support overall health and happiness. Enforced safety rules and procedures to minimize injuries.

Incorporated hands-on adjustments into classes when appropriate.

Listened to class members and customers and adapted class content and instructions to meet needs and enhance fitness and engagement.

Monitored class participants for appropriate techniques to prevent injuries.

Designed and implemented personalized yoga programs for individual clients, meeting specific health and wellness goals.

Created inviting fitness spaces that welcomed and included people with diverse backgrounds, abilities and orientations.

**Office Manager** | Coho Electric - Grafton, WI | 09/2015 - 09/2018

Automated office operations for managing client correspondence, payment schedules and data communications.

Monitored payments due from clients and promptly contacted clients with past due payments. Maintained filing system for records, correspondence and other documents.

Answered phone calls, responded to emails, routed mail and coordinated courier services. Reviewed files and records to obtain information and respond to requests.

Ordered supplies and equipment to maintain adequate inventory levels.

Provided administrative support to management team including preparing reports and presentations. Developed effective communication strategies between departments within the organization. Remained calm and professional in stressful circumstances and effectively diffused tense situations. Responded to customer inquiries via phone or email in a professional manner.

Maintained confidential records relating to personnel matters.

Maintained impeccable office organization to support efficiency, professionalism and performance objectives.

**Education and Training**

University of Wisconsin, Milwaukee | Milwaukee, WI | 06/1999

**Bachelor of Arts**: English Literature

**Activities and Honors**

Board member for the Inner Circle of the Go Red for women for the American Heart Association

**Accomplishments**

Successfully raised two wonderful and accomplished young adults

Service Club of Milwaukee 1988-1992

Outward Bound Semester Course Fall 1994

Volunteer Sunday School Teacher 1999-2003

Worked as a personal gardener to several families on the Northshore of Milwaukee 1999-2004 Volunteered in many different roles at St Monica School in Whitesh Bay from 2008-present Roles including several years as Auction Chair working with the community to raise money for the school, worked with faculty promoting mindfulness and breathwork, spent several years working with students preparing for variety shows and various performances, worked as an 8th grade parent supervising fundraising activities and community events

Volunteered at Meta House in different capacities from teaching yoga to teaching healthy cooking classes, offering clients the chance to work with nutrient based foods and to make better choices Advocate of dogs needing rescue

Housing several rescues through the years and making our home their home including our puppy, Kirby, who came from Puerto Rico

After his passing last year started a volunteer photography project, The Kirby Project, volunteering time to photograph dogs and pay forward

Kirby's great love for life

Board member of the Executive Circle for Bublr Bikes