

# Chloe Merkel

Dedicated and experienced professional seeking to leverage my expertise in hospitality and restaurant management. I aim to contribute my extensive knowledge of front-of-house operations, training, and growing wine education to support restaurant success and uphold exceptional standards.

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## EXPERIENCE

### **Il Bracco Restaurant, Houston – Server and Server Trainer**

AUGUST 2022 - PRESENT

Promoted to Server/Closer role, ensuring exceptional customer service and managing multiple tables independently while maintaining high standards of cleanliness and order.

Conducted intensive training sessions for new hires, specializing in restaurant operations, customer service, and Italian wine knowledge.

Trained and supervised over a dozen new hires, contributing to a knowledgeable and efficient staff.

### **Clutch City Coffee, Houston – Barista and Media Producer**

JANUARY 2021 - AUGUST 2022

Sold coffee, seasonal drinks, and a selection of bottled beverages.

Designed, produced, and advertised multiple seasonal menus successfully.

Maintained a clean working environment per best company practices and ServSafe guidelines.

### **Cavo Coffee, Houston – Barista**

JUNE 2020 - JANUARY 2021

Upheld standards of sanitation and cleanliness.

Processed drink orders that range from basic to complex, quickly and efficiently.

Sold merchandise and other store products such as pastries, drinkware, “weekend specials”, and seasonal drinks.

## EDUCATION

### **University of Houston – Bachelors of Science in Global Hospitality Leadership**

EXPECTED GRADUATION MAY 2025

**Relevant Coursework** | Safety, Sanitation & Security in the Hospitality Industry, Hospitality Cost Controls, Management Principles in Hospitality, Professional Development, Beverage Management, Human Resource Management.

Participated in professional development workshops and seminars related to the hospitality industry, staying educated on industry trends and networking with industry professionals. Collaborated with faculty and staff on research projects related to the best practices in hospitality management.

## SKILLS

Food Safety and Sanitation

Beverage Management

Customer Service

Team Leadership

Culinary Arts Skills

## TRAINING

### **TABC and ServSafe Recipient**

–  
**Culinary Institute of America Boot Camp, Hyde Park, NY.**

The University of Houston’s Hilton college sponsored an immersive three week culinary boot camp. I attended this program in its inaugural year for five weeks at the Hyde Park campus. Learned preparation methods for soups, stocks, sauces, as well as traditional and modern sauces. Practiced grilling/braising/frying different proteins, while preparing various side dishes to accompany main courses.

**Recipient of 3-week IACET Accredited Culinary Immersion Certificate for 84 contact hours.**

