

CHRISTOPHERSEN MITCHELL

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PROFESSIONAL SUMMARY

Leader with an organized nature and an analytical problem-solving approach who is goal-oriented and enterprising. Experienced Manager with a proven track record of keeping operations on track and customers happy with high-quality, efficient service.

SKILLS

- Client relations strength
- Team management
- Skilled problem solver
- Strategic planning
- Operational improvement
- Cash handling and management

WORK HISTORY

Shift Manager November, 2022 to Present
JOEY Newport Beach Newport Beach, CA

- Provided a superior customer experience by responding to customer concerns, demonstrating empathy, and quickly resolving issues.
- Maintained a calm demeanor throughout periods of high volume or unusual events in order to keep the store running smoothly and set a good example for the shift team.
- Ensured that employees were productive and on task in order to meet business and customer needs.
- Accurately recording drink and food orders by using a Six "R" system. Romance the dish ingredients, Ring in, Repeat to guest, Review before sending in, Mise table and Return to table.

Server May, 2021 to June, 2023
Sevilla Nightclub of Costa Mesa Costa Mesa, CA

- Struck up a friendly conversation with guests in order to establish rapport and encourage repeat business.
- Relayed orders to the bar and kitchen by accurately recording guest choices and entering them into the register.
- Trained new employees at various stations throughout the store and devised a more efficient means of communication between cooks and servers.
- Was able to quickly and effectively resolve guest complaints.

Server November, 2020 to June, 2021
Solstice Seasonal Kitchen & Bar Irvine, CA

Kept up to date on the menu and special offers, recommending specific items based on customer preferences and food allergies.
Bussed, cleaned, and set tables to ensure quick turnover and increase the number of seated covers within a timely matter.
Resolved issues in a professional and timely manner, resulting in higher customer satisfaction ratings.
Upsold high-profit items like appetizers and mixed drinks to boost sales.

Store Manager November, 2014 to May, 2020
ALDO Cerritos, CA

- Trained and developed new associates in the use of the POS system and key sales tactics, resulting in improved process flow.
- Conducted job interviews and made hiring decisions based on the store's needs, experience, and skill.
- Create efficient store schedules based on anticipated customer levels, individual employee knowledge, and service needs.
- Organized and led weekly store meetings for all employees to discuss sales promotions and new inventory, as well as provide a forum for all employees to express their concerns.

ACCOMPLISHMENTS

- Achieved status as one of ALDO's top sales performers in the region comprised of over one-hundred stores. Was award winner of the *ALDO Club Elite*, which I was gifted in electronics + a bonus.

EDUCATION

High School 2014
Grand Arts High School Los Angeles, CA

