This **FUNCTIONAL** resume highlights relevant skills that the position is requiring and can be effective if 1) you have many years experience in similar positions or 2) if you do not have direct experience to highlight, but have obtained transferable skills from other types of positions. The professional profile provides a snap shot of all the relevant experiences, qualifications and characteristics and can grab the employer's attention.

Holly Hospitality
5274 South St. Mobile: 902-555-1235
Halifax, NS B2N 2A6 klee@mail.com

PROFESSIONAL PROFILE

- Nine years experience working in the hospitality and customer service industry in Canada and Australia
- Supervisory and assistant manager experience for three different employers
- Major strengths: customer relations, multitasking and leadership
- Instrumental in the set-up and operation of a new restaurant
- French language comprehension and communication skills

EDUCATION/TRAINING

Bachelor of Commerce; Small Business Entrepreneurship (completing part time)
Dalhousie University, Halifax, NS
CPR Life Saving Skills Course, Saint John's Ambulance July 2002
Food and Beverage Responsible Service Course, Servers of Canada July 2002

SKILLS/QUALIFICATION

SUPERVISORY

- Excellent leadership skills: listen to opinions, provide constructive feedback, open communication and delegate work load evenly
- Managed up to eight staff members per shift
- Provided excellent customer service: friendly, ability to asses needs and intervene when problems arise, building rapport and client relations
- Managed flow of bar: coordinated reservations and set up, section allotments for staff, and entertainment set up and coordination

OPERATIONS

- Closely involved in the start up and operations of a new restaurant: consulted on bar set up and floor design, manual labour, influence in hiring/staffing, training and day-to-day trouble shooting
- Opening and closing duties: balancing cash, inventory controls and ordering, sales processing, POS system closing, debit/credit machine closing and balancing, and data base creation of sales purchasing and GST paid

TRAINING

- Led groups and individuals through training processes: familiarized with POS systems, layout, rules and regulations, addressed questions and concerns

COMPUTER

- Microsoft Office Operating System: Word, Excel, Access, Power Point

WORK EXPERIENCE

- **Supervisor**, Celtic Corner Public House, Dartmouth N.S. April 2005 – Current
- **Bartender/Waiter**, Royal Nova Yacht Squadron, Halifax N.S. May 2004- Dec 2004
- **Waiter,** Brisbane City Polo Club, Brisbane, Australia 2003
- **Bartender,** The Seahorse Tavern, Halifax N.S. 2001-2002
- **Bartender** Assistant Manager, Ashburn Golf Course, Halifax N.S. 1999
- **Bartender,** Sulphur Mountain Gondola, Banff, Alberta 1998