

Joshua Neumann

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Objective

Seeking part/full-time position at an exceptional restaurant that serves delicious food and provides a memorable experience. Looking to bring my great work ethic, beer/cocktail knowledge, and exceptional hospitality to this job to ensure an excellent functioning facility with satisfied guests.

Qualifications

- Fully-capable of performing strenuous tasks
- Excellent at multi-tasking
- Creative problem solver
- Great interpersonal skills and very approachable
- Superb team worker, as well as individual worker
- Possesses a passion for challenging, hands-on work
- Excellent memory
- 13 years of experience in customer service and food service
- Quality leadership skills and management experience
- Knowledgeable of computer and POS systems
- Cicerone Certified Beer Server

Work Experience

Yard House - Washington, DC - Employed Sept. 2018 - Present

- ***Lead Bartender/Server*** - Provides exceptional hospitality and service to guests in a fast-paced restaurant. Food and drink orders are received and presented in a timely fashion, while assisting in many other tasks like food and drink running, greeting guests, and bussing tables. Many craft cocktails are created to perfection and modified to the guests liking. Daily duties include bar cleaning, organization, and liquor, fruit and juice stocking.

Achievements

2019 Winner of "Best on Tap" Yard House Bartender Competition for D.C.

Harmony Food Co-op - Bemidji, MN - Employed Sept. 2014 - Aug. 2018

- ***Assistant Front End Supervisor*** - Oversees operations of Front End and Customer Service Department of a full-service grocery store. Responsibilities include supervision of customer service needs and cashiers, overseeing opening and closing Front End procedures as well as functionality, accounting duties, and assisting in employee interviews.

Ruttger's Birchmont Lodge/Grill - Bemidji, MN - Employed May 2014 - Aug. 2014

- ***Line Cook*** - Prepare and cook a variety of quality foods including salads, appetizers, wraps, and pastas in a fast-paced environment. This requires much multitasking. Preparing food before busy rushes is also performed quite frequently.

KFC - Bemidji, MN - Employed May 2008 - May 2014

- ***Assistant Manager*** - Manages the employees by assigning jobs and tasks to perform, along with ensuring that everything functions and flows properly in the restaurant. Other duties include closing the restaurant at night, counting money in tills, and handling customer concerns in a kind fashion.
- ***Customer Helper (Dine-In/Drive Through)*** - Help the KFC customers by verbally taking their order and prepare the food they've ordered. Also, collect money from the customers and hand their order to them while thanking them and wishing them a great day. All this is done with exceptional customer service. All other daily tasks are also performed including store cleaning, dish washing, item stocking, and side-dish cooking.
- ***Cook*** - Performs the daily tasks of preparing food to be served to the customers. This job requires heavy lifting and much cleaning at the end of the shift. On busy days, this job can be very rigorous and seemingly non-stop.

Achievements

Employee of the Month for October 2008

Education

- **Bemidji High School** - Bemidji, MN
High school diploma - 2010
GPA: 3.6
- **Bemidji State University** - Bemidji, MN
29 Completed Credits - (2010-2011 school year)

