Primary Responsibilities:
• Overseeing inventory levels and ordering supplies by estimating future needs
• Coordinate daily FOH and BOH operations
• Ensure that food safety standards and cleanliness was being maintained
• Train new employees

Project:
Improve consistency within the restaurant in order to gain better control of costs and more customer satisfaction.

Findings:
• Most employees did not have a good understanding of consistency and its importance.
• Through more training employees gained better understanding of consistency and began to take more initiative to improve
• A better training program, including on-going training, would be beneficial for employees

Lessons learned:
• Always be positive and have a good attitude, you never know who is watching.
• Take every task seriously and give it your best effort, no matter how small it may be.
• Quality service is so important, if you don’t take care of your customer, someone else will.