Fredrick X. Towler

Professional Summary

- Volunteered 3 year consecutively Huguenot High School Youth wrestling tournament.
- Volunteered June 2019 at Myles Jones Elementary School for Field Day and other school activities.
- Volunteered May 2019 helping elderly people with gardening Projects through the T.R.U.S.T organization.
- Accomplished Meat Cook knowledgeable about modern techniques and bringing up-to-date knowledge of grilling, roasting, and broiling meat. Experienced in the preparation of diverse foods.
- Resourceful professional skilled at promoting memorable dining experiences. Team player offering dynamic personality and extensive background working in restaurant settings. Problem-solving professional trained in customer service methods and sales techniques. Adaptable and versatile with willingness to learn new techniques and processes. Looking to bring further success as an energetic, friendly Waiter. Team-inspired Server and Cater-Waiter identified as integral component to successful
- group-oriented initiatives. Exercising strong willingness to learn and take on new challenges while contributing to essential functions in all aspects of catering events assembly, presentation and execution. Experienced Cashier with background in customer service and retail. Detail-oriented, friendly and hardworking.

Skills

- Managing changing priorities
- Thrives in fast-paced environment
- Inventory control
- Strong work ethic
- Outgoing and energetic
- Attention to detail
- Friendly demeanor
- Customer service
- Excellent judgment
- Cash handling expert
- Guest relations professional
- Organized and efficient server
- Compliance standards
- High energy
- Accurate money handling
- Adaptability
- Employee training and development
- Customer service oriented
- Sanitation requirements
- Problem-solving
- Weights and measures
- Food safety procedures
- Hand-eye coordination
- Flexible schedule capability
- Depth perception
- Integrity Safe food handling
- Forecasting and planning
- Knowledge in working in coolers

Lead Line Cook, 05/2016 to 01/2021
Bojangles' Inc. – Richmond, VA

- Upheld standards of cleanliness, food handling and safety.

- Completed finishing touches such as garnishes on dishes before final delivery.
- Offered product samples, answered questions and helped customers find items.
- Stocked and maintained cleanliness of stations.
- Unloaded trailers, received merchandise, verified orders and broke down produce loads.
- Followed checklists for shift start and end to help with smooth transitions.
- Listened to, understood and clarified guest concerns and issues.
- Assisted with guest inquiries, take-out orders and restaurant cleanliness.
- Prepared, cut, weighed and wrapped deli meats and cheeses.
- Bussed and reset tables and kept dining room and work areas clean.
- Collected empty carts and returned to the store.
- Kept kitchen areas clean and free of debris and water.
- Received, inspected and logged all products for accuracy of shipment, temperature and quality.
- Addressed diner complaints with kitchen staff and served replacement menu items promptly.
- Trimmed, rotated, culled, crisped and watered produce to maintain freshness and attractiveness.
- Established and maintained a positive work environment.
- Worked closely with the chef to provide tasty options for guests with food allergies or intolerances.
- Kept store floor free of hand baskets and shopping carts.
- Operated and sanitized all equipment in a safe and proper manner.
- Maintain proper temperature and humidity levels for meat products.
- Resolved guest complaints quickly and efficiently.
- Upheld highest standard for cleanliness of glass and silverware.

Master Biscuit Maker, 05/2019 to 01/2021
Bojangles' Inc. – Richmond, VA

- Supported Chief Operating Officer with daily operational functions.
- Maintained the grill, stove and oven and cleaned them daily.
- Properly sanitized counters and utensils had been used in the preparation of raw meat, poultry, fish and eggs.
- Educated the kitchen staff on proper nutrition, food allergies and dietary concerns.
- Interacted with kitchen employees and answered questions regarding meals.
- Followed the "first in, first out" rule with all food, ensuring that outdated items were properly disposed of.
- Inspected the freezer and refrigerator daily to check that they were kept at the proper temperatures.
- Affected quick resolutions to customer problems and brought in management when needed.
- Carried out supervisory responsibilities in accordance with company policies and applicable laws.
- Addressed guest concerns and resolved all issues to guests' satisfaction.

- Received, inspected and logged all products for accuracy of shipment, temperature and quality.
- Completed finishing touches such as garnishes on dishes before final delivery.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Maintained high standards of cleanliness and sanitation.
- Answered telephones and completed financial transactions for other team members.
- Weighed, packaged and labeled meat and seafood products, following proper dating procedures.
- Washed and disinfected kitchen area, floors, tables, tools, knives and equipment.
- Collected empty carts and returned to the store.
- Adhered to safe work practices.
- Provided extensive information about menu items, took down special restrictions and always suggested up sale items like appetizers.
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Starbucks Barista, 06/2019 -08/2020
McGuire VA Medical Center, - Richmond, VA

- Starbucks baristas has several job duties to provide excellent customer service to everyone. Baristas take orders and make coffee, tea, and other drinks to the customer specifications. Baristas operate cash registers and credit card machines
- Expert knowledge in clean coffee machines, speedy delivery of quality beverages.
- Expert knowledge in customer complaints
- Manage everyday tasks for the wellbeing of the company and customers

High School Diploma: June 2018
Huguenot High School - Richmond, VA

Old Dominion University 2018-Present GPA 2.6

Major Graphic Design with a Minor in Business Management