

# Maurene Despres

Food Service Manager

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## EDUCATION

### Food Service Manager: High School Diploma at Skyline High School, UT

Aug 2013 - May 2017

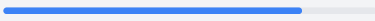
I have learned how to manage a food service business, including how to purchase food and supplies, how to hire and train staff, how to create menus, and how to control food and labor costs.

## LINKS

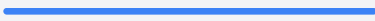
[linkedin.com/in/maurenedespres](https://www.linkedin.com/in/maurenedespres)

## SKILLS

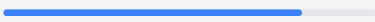
Food safety



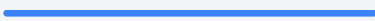
Food preparation



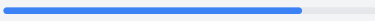
Menu planning



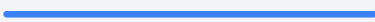
Cost control



Inventory management

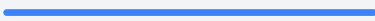


Customer service

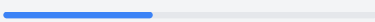


## LANGUAGES

English



Indonesian



## HOBBIES

Organizing

Cleaning

Cooking

## PROFILE

I am a food service manager with over 5 years of experience in the industry. I have worked in various settings, including restaurants, catering companies, and corporate cafeterias. I have a strong background in food safety and sanitation, as well as experience managing staff and operations. I am an effective leader with excellent communication skills.

## EMPLOYMENT HISTORY

### ● Food Service Manager at Chick-fil-A, UT

Apr 2022 - Present

- Led a team of 15 servers and bussers while maintaining a high level of customer satisfaction.
- Trained new employees in food safety and handling procedures.
- Implemented cost-saving measures that reduced food waste by 25%.
- Created weekly schedules that ensured adequate staffing levels during peak hours.
- Monitored inventory and placed orders for supplies as needed.

### ● Assistant Food Service Manager at Dairy Queen, UT

Sep 2017 - Mar 2022

- Hired and trained a team of 15 food service workers.
- Implemented new safety procedures that reduced the number of on-the-job injuries by 25%.
- Created and implemented a new customer satisfaction survey that resulted in an increase in customer satisfaction ratings from 75% to 90%.
- Successfully developed and managed a \$1.2 million budget for the food service department.
- Worked with local farmers and purveyors to source 30% of all ingredients locally, which decreased the overall cost of goods by 10%.

## CERTIFICATES

### ServSafe Food Protection Manager Certification

Mar 2021

### National Restaurant Association Educational Foundation ServSafe Alcohol Primary Certificate

Oct 2019

## MEMBERSHIPS

American Culinary Federation

National Restaurant Association