

# Jerel Edward Rogers

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## Professional Summary

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Cook with excellent communication skills and rapid and precise customer service skills.

Practical experience living in Japan and studying Japanese culture and social sciences. Completely adjusted to working in a wide range of fields, as specified by employer.

## Work experience

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### Little Ceasars

July 2013 — January 2014

#### Cook

Consistently provided friendly guest service and heartfelt hospitality.

Promptly and empathetically handled guest concerns and complaints.

Demonstrated integrity and honesty while interacting with guests, team members and managers.

Greeted customers and provided excellent customer service.

Pleasantly and courteously interacted with customers.

Maintained high standards of customer service during high-volume, fast-paced operations.

Built loyal clientele through friendly interactions and consistent appreciation.

Prepared all food orders within a 2-3 minute time frame.

Assembled food orders while maintaining appropriate portion control.

Prepared specialty foods such as pizzas and sandwiches, following specific methods that required quick prep time.

Verified that prepared food met all standards for quality and quantity.

Prepared a variety of foods according to customers' orders or supervisors' instructions, following approved procedures.

Placed food trays over food warmers for immediate service or stored them in refrigerated storage cabinets.

Followed food safety procedures according to company policies and health and sanitation regulations.

Prepared quality products while maintaining proper food safety practices, portion control and presentation within service goal times.

Strictly followed all cash, security, inventory and labor policies and procedures.

Stored food in designated containers and storage areas to prevent spoilage or cross-contamination.

Maintained clean and safe environment, including in the kitchen, bathrooms, building exterior, parking lot, dumpster and sidewalk.

Reported to all shifts wearing a neat, clean and unwrinkled uniform.

Reported to each shift on time and ready to work.

Performed all position responsibilities accurately and in a timely manner.

Communicated openly and honestly with the management team during each shift to ensure it ran smoothly.

Routinely moved and stocked food products weighing up to 50 pounds.

Diligently restocked work stations and display cases.

Immediately informed supervisors when supplies were low or if equipment was not functioning properly.

Cooked and packaged large batches of food that were prepared to order or kept hot until needed.

Prepped items for later use to save staff time during busy hours.

### Ficosa North America

November 2011 — March 2013

#### Machine Operator

Set up and verified the functionality of safety equipment.

Set and monitored product standards, examining samples of raw products and processing tests, to ensure the quality of

all finished products.

Reviewed processing schedules and production orders concerning inventory requirements, staffing requirements, work procedures and duty assignments, considering budgetary limitations and time constraints.

Made sure that products were produced on time and are of good quality.

Ensured that all health and safety guidelines were followed.

Responsible for achieving production requirements.

Maintained necessary level of communications between shifts.

Assisted machine operators with finished pieces.

Tested products or subassemblies for functionality or quality.

## Boy Scouts of America

May 2008 — July 2010

### Cook

Answered telephone calls and responded to inquiries.

Assisted diners with obtaining food from buffet/serving table as needed.

Assisted in maintaining preparation and service areas in a sanitary condition

Baked, roasted, broiled, and steamed meats, fish, vegetables, and other foods

Checked temperatures of freezers, refrigerators, and heating equipment to ensure proper functioning

Cleaned and inspected galley equipment, kitchen appliances, and work areas

Cleaned and organized eating, service, and kitchen areas

Cleaned and sterilized equipment and facilities

Cleaned garbage cans with water or steam

Trained kitchen staff on proper use of equipment, food handling, and portion sizing.

Worked stations including pizza, omelet, soup, salad, sandwich, and dessert at a busy cafeteria.

Communicated with kitchen staff, dieticians, and doctors to assure compliance with complex and frequently changing dietary needs of clients.

Supported all kitchen operations when chef was absent.

Maintained daily cleanliness of broiler and fryers.

Executed daily production lists and goals

Estimated amounts and costs of required supplies, such as food and ingredients

Ensured freshness of food and ingredients by checking for quality, keeping track of old and new items, and rotating stock

Filled beverage and ice dispensers

Greeted each customer with friendly eye contact

Helped with preparation, set-up, and service for catering events

Inspected and cleaned food preparation areas to ensure safe and sanitary food-handling practices

Inspected restrooms for cleanliness and availability of supplies and cleaned restrooms when necessary

Kept dining room and kitchen area clean by performing cleaning and laundry duties

Kept ice bins filled

Loaded trays with accessories

Performed other tasks as assigned by the sous chef or chef

Placed clean dishes, utensils, and cooking equipment in storage areas

Planned menus according to employers' needs and diet restrictions

Prepared daily food items, and cooked simple foods and beverages

Prepared food items

Spoke with patrons to ensure satisfaction with food and service

Stocked service stations with items such as ice, napkins, and straws

Stocked, organized, and cleaned kitchens and cooking utensils

Stored food in designated containers and storage areas to prevent spoilage

Swept and scrubbed floors

Trained new employees

Turned or stirred foods to ensure even cooking

Washed dishes, glassware, flatware, pots, and/or pans using dishwashers or by hand

Weighed and measured ingredients

Wiped tables and seats with dampened cloths, and replaced dirty tablecloths

Cleaned work areas, equipment, utensils, dishes, and silverware

Cleared and re-set tables at conclusion of each guest meal

Communicated with other kitchen team members to ensure food was prepared on time and correctly  
Cooked and packaged batches of food, such as hamburgers and fried chicken  
Directed activities of one or more workers who assisted in preparing and serving meals  
Emptied garbage to dump site  
Ensured food was stored and cooked at correct temperature  
Maintained kitchen work areas, equipment, and utensils in clean and orderly condition  
Monitored food preparation and serving techniques to ensure that proper procedures were followed  
Mopped floors and cleaned walk-in refrigerators and storage areas  
Observed and tested foods using methods such as tasting, smelling, or piercing them with utensils  
Operated large-volume cooking equipment such as grills, deep-fat fryers, and griddles  
Peeled, washed, trimmed, and cooked vegetables and meats, and baked breads and pastries  
Provided excellent customer service  
Re-filled individual condiment containers on each table  
Relayed food orders to cooks  
Scraped and stacked dirty dishes, and carried dishes and other tableware to kitchens for cleaning  
Selected food items from serving or storage areas and placed them in dishes, on serving trays, or in takeout bags  
Set up and cleaned dish machine area checked temperatures and soap dispensing levels  
Consistently offered professional, friendly and engaging service.  
Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.  
Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff members.  
Set dining tables according to type of event and service standards.  
Diligently informed kitchen staff of customer concerns, recook orders and dish availability.  
Routinely cleaned work areas, glassware and silverware throughout each shift.  
Immediately reported accidents, injuries or unsafe work conditions to manager and completely and promptly filled out required safety forms.  
Developed and maintained positive working relationships with others to reach business goals.  
Demonstrated genuine hospitality while greeting and establishing rapport with guests.  
Provided friendly and attentive service and exceptional hospitality.  
Conducted inventory and restocked items throughout the day.  
Attended pre-shift meetings to prepare for large parties and reservations.  
Maintained clean table settings by removing courses as completed, replacing utensils and refilling beverages.  
Bussed tables, cleared, cleaned and set tables in a quiet and efficient manner.  
Restocked the salad bar and buffet, refilled condiments, organized pantry area and swept and mopped floors.  
Rectified guest complaints quickly and efficiently.

## Qualifications

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Basic Proficiency in Japanese  
Exceptional communicator  
Used to speaking in public settings  
Can-do attitude  
Dependable and punctual  
Memorization skills  
Asian cuisine familiarity  
Proficient in customer service  
Reading comprehension  
Sound judgment  
MS Office proficiency  
Professional demeanor  
Works well under pressure  
Studied Abroad in Japan

## Education

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Liberal Arts/High School

2008 — 2010

Homelife Academy

High School Diploma Liberal Arts with a focus on Foreign Languages.

## Interests

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Japan, Cooking, Hiking, Filming, Boxing, High Adventure, Backpacking and Studying.

## References

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References available upon request.