

Douglas Gorman

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Education

- Ball State University – Muncie, Indiana – Bachelor of Science in Hospitality & Food Management – Class of 2016
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Skills & Abilities

- Advanced judgment and decision making
 - Keen negotiation ability
 - Service orientation
 - Exceptional coordination and collaboration skills
 - Superior social perceptiveness
 - ServSafe certified Expires: December, 2020
 - CVENT certified Expires: February, 2017
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Experience

Crew Member, Taco Bell Corporation

August 2013 to present

- Held multiple different positions and moved to different positions throughout the course of a shift
- Focused mainly on service to customers and providing a highly pleasant overall experience
- Strong familiarity with POS systems
- Exceptional organizational habits and hygiene which were often recognized by customers in store surveys
- Taught multiple new employees of varying ages and experience levels basic and advanced concepts of running the front of house or dining room
- Served between 200 to 400 customers daily, between 400 and roughly 600 on peak days/holidays
- Often in control of between roughly \$200 to \$1000 in a usual shift, up to \$1500 on holidays

Front Desk Associate, Holiday Inn Express

May 2014 to present

- Prepared reservations for guests including: assigning rooms, setting up routing and preparing special accommodations that were requested
- Handled check-in, check-out, cashiering functions for hotel as well as performed credit checks of guests
- Worked closely with both the housekeeping department and upper management
- Operated, stocked and organized the gift shop
- Delivered IHG-grade quality customer service to guests and encouraged membership in rewards program
- Helped guests with any requests such as: directions, learning about the area, reservation issues, etc.

Student, NCACP, Culinary Program

August 2011 to May 2012

- Was a student/employee as program was a class as well as a part time catering business
 - Helped cater events for anywhere from 25 to 200 people at a time
 - Often worked in groups to make large portions of foods in short amounts of time
 - Helped make, cook, and ice over 2000 cookies in two 3-hour class sessions in honor of a breast cancer survivor within the school once
 - Helped cater many after school caterings free of charge
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Volunteering

Minnetrista Cultural Museum

February 2013 to May 2013

- Volunteered as wait staff for catering events
 - Often garnished or arranged plates of foods attractively
 - Served food to customers and helped with any requests that were proposed
 - Cleaned kitchen according to health code standards as well as other areas used in caterings
 - Sometimes helped with food preparation when other volunteers or workers were sick or the group was understaffed for an event
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Computer Skills

- Highly capable with Microsoft Word, PowerPoint, and Excel
 - Capable with Microsoft Access and Publisher
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