

HENRY Q. LAMB

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- OBJECTIVE:** To apply developed customer relations, managerial and accounting skills as a **Restaurant Manager** with possibilities for long term growth.
- SUMMARY OF SKILLS:**
- NRA (National Restaurant Association) certification in *Safety, Sanitation* and *Nutrition*.
 - NRA (National Restaurant Association) certification in *Hospitality Law*.
 - Exceptional organizational and planning skills; adaptable; enjoy new challenges.
 - Thorough knowledge of MS Word, Excel, PowerPoint and graphic design programs.
- EDUCATION:** **California Culinary Academy** – San Francisco, CA
ASSOCIATE OF OCCUPATIONAL STUDIES DEGREE LE CORDON BLEU
Honors Graduate in **CULINARY ARTS**: January 30, 2004
Honors Graduate in **HOSPITALITY & RESTAURANT MANAGEMENT**: January 14, 2005
- PROFESSIONAL ACADEMIC DEVELOPMENT:**
- **Beverage Operation Services** – Covered basics of bar operations, focusing on all aspects of beverage service including opening and closing procedures, proper service techniques, legal and ethical issues and bar cost percentages.
 - **Small Business Management** – Researched areas of marketing, accounting, legal aspects of business operations, motivational techniques, licenses and permits, organizational and leadership skills and operating a franchise.
 - **Hotel Operations** – Procedures for operating a hotel front desk, house keeping department, food and beverage outlets, concessions and management techniques for integrating these departments.
- PRACTICAL EXPERIENCE:**
- **Catering & Banquets Operations** – Plan, organize and manage the food and beverage services of organizations and businesses both inside and outside the hospitality industry with the aim of achieving good quality at low costs with high standards of hygiene and customer satisfaction.
 - **Cyril's Restaurant** – Trained in all classical cooking techniques of the hot kitchen: sautéing, roasting, steaming, poaching, braising and grilling.
 - **The Carême Room** – Assisted in the planning and preparation of cold and hot buffets, banquets and dinner service open to the public.
 - **Project Open Hand** – Preparation and packaging of freshly cooked meals for San Francisco's largest food provider on a daily basis.
- EXPERIENCE:**
- W Hotel, San Francisco, CA 11/04 – Present
XYZ Restaurant, Management Internship
- Completed a comprehensive Management Internship program focused on daily operations.
 - Experience includes working with Local 2 employees.
 - Managed invoice control, employee time management and daily administrative functions.
- The Tavern Grill, San Francisco, CA 10/03 – Present
Head Server/Banquet Server
- Responsible for opening and closing the dining room.
 - Knowledge of Aloha & Micros POS (Point of Sales) systems.
 - Outstanding guest service in fine dining atmosphere with thorough knowledge of service timing.
- JPMorgan Chase & Co., San Francisco, CA 1/00 – 9/03
Graphic/Multimedia Designer
- Effectively organized time and worked to consistently meet critical deadlines.
 - Created and edited short animation sequences for use in company pitches.
 - Produced camera-ready art utilizing Apple and Windows computer systems with laser printing equipment.
- Wit SoundView, San Francisco, CA 7/99 – 1/01
Project Manager/Technical Publication
- Coordinated production of all printed collateral.
 - Recommended and worked with sales and print representatives on a daily basis.
 - Supervised and maintained a staff of 15 designers.
- Tony Roma's, San Francisco, CA 7/97 – 6/99
Head Server/Assistant Manager
- Trained and supervised server staff of ten.
 - Management duties includes: purchasing, ordering, inventory, scheduling, and maintaining exceptional guest services.
 - Developed and implemented a customer satisfaction survey which helped improve service and increase patronage.