

LATASHIA CLARKE

Marietta, GA memesmith1736@gmail.com 7575285577

Strong communication, keen attention to detail, organizational skills, customer service background, and ability to get the job done precisely and with a sense of urgency.

WORK EXPERIENCE:**Quality Assurance Specialist STS Aviation Group/DELTA Airlines Inc. - Atlanta, GA 02/2019 to 04/2020**

- Work alongside local catering supervisors, EPA managers and production floor managers within the 3 Catering Kitchens for Delta Airlines to assure process adherence.
- Write quality audits in all locations of the operations (catering facilities, AOA, and aircraft) to ensure caterer compliance to OBS/IFS product specifications.
- Oversaw facility operations areas: dishwashing area, assembly areas, warehouse, dock, cooler and freezers.
- Weekends, holiday's and some evening coverage was required for the 24/7 as well as 365 day Catering operations for Delta Airlines.
- Managed change management, coaching and training other Production Floor managers, EPA managers, Transportation Managers, Dispatch Managers, a1ZZ2422640?nd Pursers/Lead flight attendants.

Food and Beverage Manager Homewood Suites by Hilton - North Charleston, SC 05/2017 to 2/2019

- Manage all F&B and day to day operations within budgeted guidelines and to the highest standards.
- Design exceptional menus, and continuously make necessary improvements. Establish targets, P&L, schedules, policies and procedures.
- Provide two way communication and nurture an ownership environment with emphasis in motivation and teamwork.
- Lead the F&B team by recruiting, training, and appraising talented personnel. As well as comply with all health and safety regulations.
- Identify as well as anticipate the guest needs and respond proactively to all of their concerns.

Line Cook/Prep Cook Hilton Garden Inn Hotel - Charleston, SC 2016 to 2018

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- Following the prep list created by chefs to plan duties.
- Labeling and stocking all ingredients on shelves so they can be organized and easily accessible.
- Measuring ingredients and seasonings to be used in cooking.
- Setting up and stocking stations with all necessary supplies.
- Preparing food for service (chopping vegetables, butchering meat, or preparing sauces) cooking menu items in cooperation with the rest of the kitchen staff.

Food Service & Catering Supervisor Aramark/College of William and Mary/F.B.I Academy/Charleston Southern University - North Charleston, SC 2011 to 2017

- Preserve excellent levels of internal and external customer service.
- Report to management regarding sales results and productivity.
- Oversee the purchase of food items and culinary equipment.
- Monitor the performance and activities of food service staff to ensure compliance with set customer service standards.
- Oversee the recruiting, orienting, and training of food service staff to ensure an effective unit.

Education:

Associate in Medical Assistant Kee Business College - Newport News, VA 2006

High school or equivalent in General Studies Menchville High - Newport News, VA 2003

SKILLS: *Cash Handling (10+ years) *Food Service Supervising (8 years) *Catering & Banquet Supervising *Restaurant Management (4 years) *Customer Service Skills (10+ years) *Line/Prep Cook (3 years)

*Hospitality Management, *Hospitality (4 Years) *Conflict Resolution (9 years) *Leadership Development (7 years) *Time Management (10+ years) *Data Entry (8 years)

*Inventory Management (4 years) *Operations (2 years) *Scheduling (3 years) *Organizational Skills (10+ years) *Certified Trainer (8 years) *Powerpoint (9 years) *Emailing (10+ years) *Spreadsheets (7 years) *Excel (9 years) *QA/QC (6 years) *Profit & Loss (4 years) *Recruiting (4 years) *Budgeting (4 years)

CERTIFICATIONS AND LICENSES:

Work Keys Certification Bronze: 8/2012 to Present

Rservin Server Alcohol Certification: April 2018 to April 2023 **Certification# PSCC10000333844**
Expiration : 04/17/2023

Rserving Food Safety for Handlers Certification: April 2018 to April 2021 **ANSI Accredited**
Certification ID # PSCC10000334712

ServSafe Food Protection Manager Certification: May 2018 to May 2023 **Certification# 16444698**
Exam form# 5382

National Restaurant Association: March 2018 to Present