



CAROLINE INTIHAR

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SUMMARY

Restaurant Server skilled at operating in fast-paced environments with demanding objectives for sales, service and quality. Enthusiastic team player successful at multitasking and delivering friendly, prompt service to all customers. Passionate Community Outreach Coordinator with in-depth understanding of marketing strategies, community relations techniques and workflow organization. Top-notch planning and problem-solving skills. Looking for dynamic new role with room for career growth.

SKILLS

- High-volume dining
- Point of Sale (POS) system operations
- Community outreach
- Public speaking
- Event & lesson planning
- Leadership trained and team building
- Teaching and training
- Developing community relationships
- Strategic networking
- Social media marketing
- Brand development and awareness
- Computer & strong writing skills
- Reporting and documentation

EXPERIENCE

Restaurant Server / Texas Roadhouse - Ohio 03/2023 - Current

- Delivering Legendary Service with HEART! H-HOWDY Greeting, E-ENGAGE Drinks/Order, A-ARRIVE App/Salad /Entree, R-RESPOND Maintenance/Service, T-THANK You Wrap Up.
- Tells the Legendary story of Kent Taylor's (Texas Roadhouse's Founder) Top Food Quality Priorities and performs Service Quality Priorities to Texas Roadhouse guests.
- Perform Running Side Work & Closing Side Work: Ice, Spoons, Ice Teas, Coffee, Kids Cooler, Glasses, Bar Glasses/Well Area, Condiments, To-go Boxes and Lids, Clean & Restock 3 Table Sections at Closing, etc.
- Operate POS terminals to input orders, split bills and process payments with the use of Aloha's Restaurant & Bar POS (Point Of Sale) System.
- Suggest additional items to increase restaurant sales by utilizing Texas Roadhouse's three salesmanship techniques which includes Suggestive Selling, Upselling, and Sharing.

Restaurant Server / Delaware North Horizons Restaurant - Geneva-on-the-Lake, OH 09/2019 - 10/2022

- 3 1/2 year's experience as a server in a high-volume environment. The 109-room Geneva Lodge plus 25 lake-side cottages is the top-performing Lodge in Ohio and one of the top performers nationally.
- Experienced a la carte breakfast, lunch, and dinner menus plus breakfast buffet, lounge server, and banquets.
- Gross daily average a la carte breakfast sales of \$521.15 that consisted of 6 days a week during a 3-hour window.
- Stocked server areas with supplies before, during and after shifts to boost performance of serving staff.
- Maintained accuracy while handling payments, giving change and printing receipts to customers.
- Satisfied customers by topping off drinks and anticipating condiments, napkins and other needs.

Fourth Grade ELA/S.S. Teacher / Charleston County School District - Mt. Pleasant, SC 08/2018 - 06/2019

- Administered the SC Ready (South Carolina College-and-Career Ready) Assessments for reading, writing, math and science. Administered the Measure of Academic Progress (MAP) Online Testing for reading and math.
- By year's end, students scored 39% and 45% growth rate on the fourth grade reading MAP test; after direct classroom instruction. The MAP test growth rate goal was 40-60%.
- Prepared unit and lesson plans for courses of study, following the Charleston County School District's curriculum guidelines and Common Core standards.
- Maintained positive classroom culture through positive behavior management techniques using Class Dojo.
- Delivered reading and writing experiences to students commensurate with respective stages of development.
- Administered and graded class tests to evaluate student progress and comprehension.
- Teaching strategies manipulated included: technology (Lexia & No Red Ink!), differentiated instruction, Lexile levels, close reading, color-coding text evidence, mentor texts, and a small group teacher station.

Substitute Teacher, K-12 / Madison, Painesville City, & Jefferson - Lake County & Ashtabula County, Ohio

01/2018 - 06/2018

- Taught students in the at-risk and diverse youth intercity populations of Painesville City and the Ohio Appalachia territory for up to 32 students.
- Supervised classrooms by mastering different procedures and management techniques; thus, maintaining a classroom environment that was effective, safe, and conducive to learning.
- Implemented lesson plans assigned by classroom teacher to educate students about key concepts.
- Maintained student attendance and assignment records to prevent lapses during teacher absences.
- Enforced classroom routines to keep students on schedule and operating at consistent level.

Drug Prevention Education Specialist / Lake Area Recovery Center - Ashtabula, OH

10/2014 - 09/2017

- Community outreach substance abuse prevention educator and advocate for the youth and community members of the Ohio Appalachia population.
- Botvin Life Skills Training Program Instructor: A life skills and drug prevention curriculum.
- Member of the Ashtabula County Drug Prevention Coalition, Suicide Prevention Coalition & the Lake/Geauga /Ashtabula County Tobacco Coalition.
- Planned and implemented effective health education/promotion programs such as Ohio Teen Institute and STAND. Ohio Teen Institute (OTI Ashtabula) was a youth-led drug-free leadership organization. STAND (Stand up. Speak Out Against Tobacco!) STAND was an Ohio Department of Health grant deliverable program that focused on tobacco counter-marketing campaigns.

EDUCATION

Master of Science: Classroom Instruction
Ashland University - Ashland, OH

Bachelor of Science: Elementary Education
Cleveland State University - Cleveland, OH

Associate of Arts
Lakeland Community College - Willoughby, OH

COMPUTER SKILLS

Microsoft Outlook, Word, PowerPoint, Excel, Windows, Teams, Email Skills, Video Editing (Movavi Video Editor & Adobe Premiere), Website Development & Marketing (Go Daddy & WordPress), Typing, Online Research, Data Entry, Scanning & Printing, Social Media (Facebook, Instagram, LinkedIn, YouTube), Point of Sales (POS) Systems (Aloha, VIVONET & Micros/Oracle).

LINKEDIN & WEBSITE LINKS

- <https://www.linkedin.com/in/carolineintihar/>
- <https://thegoodnewsnetworkchannel.com/>