

# Chelsey Tanaka



## McDonald's Crew Member

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## 01 PROFILE

*Results-driven and dedicated Kitchen Crew Member with over a decade of experience in occupying various stations such as burger, assembly and prepping in 24/7 fast food outlets. Remarkable work speed coupled with an organized mind to prioritize tasks by the urgency of workflow outcomes to deliver food items and meals of the highest quality in terms of hygiene, appearance, and taste. Committed to working cohesively with fellow crew members proved by attaining Best Crew Member award numerous times during the last few years. ServSafe Certified with a Diploma in Culinary Arts.*

## 02 EMPLOYMENT HISTORY

01/2019 — Present

### **McDonalds Kitchen Crew Member at McDonald's Restaurant**

Charleston

*Received Perfect Attendance Awards in 2016, 2017 and 2018*

- Wash, cut, trim and slice all vegetables required for salad orders such as tomatoes, gherkins, lettuce, peppers, tomatoes, and onions
- Monitor and track the order schedule for side items such as fries, chicken strips, yogurt and slushies
- Follow strict FIFO rules in the hamburger preparation areas as per standards on the conveyor broiler and transferred finished burgers to the expediting station
- Offload ingredient pallets from delivery trucks and place them in the correct storage areas, workstations, and walk-in coolers
- Cook fries in bulk bathes for packing and serving
- Maintain and sanitize equipment such as ovens. Grills and ice cream machines as per the safety and health procedure manual
- Disinfect workstations and kitchen counters as well as floor areas at the end of each shift

01/2016 — 12/2018

### **McDonalds Counter Crew Member at McDonald's Drive Thru**

Buffalo

*Increase the turnover of side items like milkshakes and fries by 34% by using upselling techniques at the Drive-Thru station.*

- Greet and receive customers politely and professionally
- Explain the various specials and promotional discounts to patrons entering the store

- Take orders and capture them on the POS system
- Prepare and serve cold drinks, hot beverages, ice creams, and milkshakes
- Process credit card transactions, receive cash and provide cored change amounts and refunds where needed
- Show diners to their tables or the waiting area if the store gets too busy for the waiters to handle the customer inflow
- Place correct orders in bags and pass them onto waiting customers
- Embark on light cleaning activities should the counter areas, floor areas or front of house require wiping mopping or sweeping
- Running the drive-thru section during weekends

01/2015 — 12/2015

### **Cleaning Crew Member at Giovanni's Pizza & Pasta**

Los Angeles

*Recipient of the Best Maintenance Crew Member after only six months on the job .*

- Clean, sanitize and disinfect various sections of the restaurant including kitchen, front of house, dining, cashiering, drinks and utensils stations as well as tables and chairs
- Check cleaning equipment to ensure they are in proper working order and monitor supply levels of chemicals and other cleaning materials in the stock room.
- Clean and refill condiment holders like mustard, ketchup, and hot sauce
- Assist at the dishwashing station using power cleaners and pressure steaming equipment
- Responsible for the daily cleaning of all industrial machinery and manual equipment such as the dishwasher, broiler, fryers, ovens, grillers, ice cream makers, milkshake, coffee brewer and sauce dispensers
- Clean the different restaurant sections namely of front-of-the-house, cashier counter, dining, drinks and utensils stations plus all the tables, chairs, and counter utensils after closing times

## **03 EDUCATION**

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May 2017 — Aug 2019

### **Texas State University**

Bachelor of Hotel Management & Administration

Jan 2016 — Jun 2016

### **Tampa Chefs Academy**

Tampa

Certificate in Advanced Culinary Techniques

## **04 SKILLS**

Food Assembly	Speed Prepping
Knife Skills	Station Set-Up
Order Management	Order Taking
Safety Regulations	Volume Conversions
Food Hygiene	Food Components
Ingredient Knowledge	Menus
Grilling, Frying, Broiling	Sauces and Marinade Preparation
Cutting, Slicing, Dicing	Burger Station
Plating	POS Systems
Hot Lines	Cleaning Components
Cold Lines	Food Storage
Quality Control	

## **05 COURSES**

Jan 2016 — Aug 2016

**Shift Management Training at McDonald's Regional Academy**

Jan 2014 — Jun 2014

**Systems Management Training at McDonald's Training Centre**

Aug 2013 — Aug 2013

**Introduction to Management Summit at McDonald's Training Centre**

## **06 LANGUAGES**

English



Spanish



## **07 HOBBIES**

Skiing, Hiking, Painting