

David (Drew) Paterson

Customer Service Professional

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With more than 10 years of customer service experience in the food and restaurant industry, I have developed a holistic set of skills to allow me to identify and execute process changes to improve operational efficiency and profitability.



11. 2011
Present

Talk of the Town *Leawood, Kansas*

Front of House Manager & Event Coordinator

- Promoted to bartender/manager within 2 years of employment.
- Recommend changes to existing methods to increase the accuracy, efficiency, and responsiveness of the customer service department.
- Effectively manage departmental expenses to stay within allocated budget.
- Oversaw and trained a FOH staff of 30+ for a new store opening.
- Experience developing catering menus, budgets, and staffing needs for large-scale events.
- Serve as coordinator for large events such as Taste of Leawood, wine tastings, wedding receptions, birthday parties, church gatherings, and corporate functions.
- Create and review training manuals to maintain consistent customer service standards among employees.
- Interview, hire, and train new quality customer service representatives.
- Experience addressing customer feedback, questions, issues, and complaints.

06. 2006
Present

Talk of the Town *Leawood, Kansas*

Bartender, Server, Expo

- Attempt to limit problems and liability related to customers' excessive drinking.
- Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Manage preparation and presentation of the desserts for all catered events.
- Monitor food distribution, ensure meals are delivered to the correct recipients, and that guidelines for special diets are followed.



JCCC

Overland Park, Kansas (2014-2015)

Certificate: Web Development

Specialization in CSS and HTML

Blue Valley North

Leawood, Kansas (1999-2003)

Diploma: General Studies