

RAUL AGUILAR

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PROFILE

Detail-oriented and adaptable **Culinary Management** student with over two years of experience in a variety of food service and restaurant settings. Increases team productivity and service quality standards by motivating team members through effective leadership and supervision. Efficiently manages multiple priorities in a busy kitchen environment with constantly changing demands.

SUMMARY OF QUALIFICATIONS

- Serves customers with a high level of positivity and professionalism resulting in return business
- Applies advanced culinary planning, preparation and presentation of diverse foods using advanced food and bake science to create excellent dining experiences
- Builds menus that reflect knowledge of nutrition and food ingredients, promote general health and well-being and respond to a range of nutritional needs and preferences
- Experience in maintaining a safe kitchen environment by adhering to food handling regulations
- Adept in costing and control practices within food service operations
- Approachable team player with excellent interpersonal and problem solving skills used to handle crisis situations and manage multiple tasks at once
- Flexible to work a variety of shifts including evenings, weekends and holidays
- Proficient in using POS ordering systems and Microsoft Word, Excel and PowerPoint

EDUCATION

Culinary Management Diploma Program Algonquin College, Ottawa, ON	Sept 2016 – Present
Baking and Pastry Arts Management Courses George Brown College, Toronto, ON	Sept 2012 – May 2014
Ontario Secondary School Diploma Northview Heights Secondary School, Toronto, ON	June 2012

RELATED EXPERIENCE

Culinary Management Field Placement The Shore Club, Ottawa, ON	Jan 2017 – Present
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- Assist in revising and creating menu selections for a high scale seafood restaurant
- Prepare food and plate orders for 50 – 100 guests each shift
- Follow standardized recipes accurately and recipes based on prescribed diets
- Monitor quality of food supplies received and report any quality deficiencies to supplier
- Advise Head Chef of problems while making recommendations for corrective actions
- Stock and monitor inventory levels appropriately and report shortages to Head Chef
- Ensure that food is delivered to customers simultaneously, in a high quality and timely fashion
- Comply with company sanitation regulations and safety standards

Culinary Management Food Practical

Sept – Dec 2016

Restaurant International, Algonquin College, Ottawa, ON

- Ensured that flow of service was maintained during peak periods
- Participated in the design, cost and presentation of a new menu
- Prepared tables for service, took customers' orders and processed payments
- Served food, wine and other beverages in an efficient and presentable manner
- Gained experience in a la carte and haute cuisine cooking
- Prepared lunch, dinner and dessert menu items according to Chef's instructions

Shift Supervisor

Jan 2015 – Aug 2016

Tim Horton's, Toronto, ON

- Shared upselling techniques with team to achieve sales targets which increased sales by 5% over a period of four quarter period
- Led and motivated five to eight team members to deliver exceptional service at all times
- Used Clearview to ensure company met monthly business targets
- Monitored team members' daily time cards, lieu days and annual vacations
- Trained and scheduled staff, placed orders and managed inventory
- Greeted and welcomed every customer as a valued guest
- Ensured every customer is served according to the Tim Horton's standards

OTHER WORK EXPERIENCE

Sales Associate

Aug 2016 – Present

The Bay, Ottawa, ON

- Greet customers and discusses merchandise sought for purpose
- Assist customers in locating products throughout the store
- Prepare merchandise for purchase and processes transactions
- Provide prompt and professional customer service to all clients

Cashier

July 2013 – Dec 2014

Petro Canada, Toronto, ON

- Greeted every customer and provided efficient services for customers purchasing gas
- Ensured smooth operation of pumps and periodically changed the price
- Upsold Petro products and implemented safety standards for gasoline products
- Ordered supplies and recorded inventory

CERTIFICATIONS & TRAINING

Food Handling Certification

2017

City of Ottawa, Ottawa, ON

Smart Serve Certification

2017

Smart Serve Ontario