



Laura Lachance

Crew Trainer

Dedicated to food safety and service quality across 6 years of food service experience, including maintaining 0 health inspection violations across 3 consecutive annual inspections. Achieved a 98.41% order accuracy rate by building a ticket-verification step into the assembly line workflow. Skilled in POS system operation, cash handling, crew training, and complaint resolution.

CONTACT INFORMATION



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Smyrna, DE 12345

KEY SKILLS

- POS System Operation
- Cash Handling
- FIFO Rotation
- Food Handling Procedures
- Crew Training
- Complaint Resolution
- Microsoft Excel
- Order Assembly
- Health Regulation Compliance
- Opening and Closing Procedures

PROFESSIONAL EXPERIENCE

CREW TRAINER | BLACKBIRD CREEK KITCHEN, SMYRNA, DE 2023 – PRESENT

- Maintained 0 health inspection violations across 3 consecutive annual inspections by drilling crew on proper holding temperatures, handwashing intervals, and sanitizer concentrations.
- Resolved an average of 7 customer complaints per week by listening to concerns, replacing incorrect items within 2 minutes, and following up before guests left the dining area.
- Sustained a 98.41% order accuracy rate across the lunch daypart by building a ticket-verification step into the assembly line workflow.
- Managed cash-in procedures independently each morning, reconciling the opening drawer within \$0.91 variance on average.

TEAM MEMBER | LEIPSIC HARBOR EATS, DOVER, DE 2021 – 2023

- Kept health inspection violations at 1 or fewer per annual visit by maintaining date labels on all prepped items and sanitizing cutting boards every 30 minutes.
- Addressed 5 customer complaints per shift during peak dinner hours, de-escalating issues and offering replacements that kept return-visit rates steady.
- Processed up to 163 transactions per shift on the POS system, verifying each order on screen before handing it to the kitchen.
- Organized the dry storage area by product category and expiration date, cutting search time during rushes to under 45 seconds per item.

TEAM MEMBER | APPOQUINIMINK GRILL, MIDDLETOWN, DE 2020 – 2021

- Achieved a 98.45% order accuracy rate over 11 months by reading back each order at the counter and confirming modifications before sending tickets.
- Resolved 4 customer complaints per shift on average by apologizing, remaking orders within 3 minutes, and logging each incident for the shift lead.
- Operated the cash register and kiosk during weekend breakfast rushes, balancing the drawer to within \$1.03 variance per shift.

EDUCATION

AAS in Business Administration (Transfer Option)
Delaware Technical Community College, Dover, DE | 2018 – 2020