

Alexander Frank

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Skills

In my working career I've accumulated a set of skills that very directly aligns with customer satisfaction, and service professionalism. I have my TIPS (Training for Intervention ProcedureS) certification, and did at one point hold a food management certification from ServSafe. My most recent working history has given me an understanding of working directly with high value clients, as well as maintaining proper verbage for quick, efficient, yet personal service with guests. I have tremendous experience in inventory management, and knowledge of how to use systems like Microsoft Excel to simplify/automate that process. Having worked in a catered setting, I am also very accustomed to memorizing new information like menus at incredibly fast paces. My time spent as a bartender as well as a kitchen manager gave me a love for quick and busy environments, to the point I truly feel I do my best work when faced with high volumes and fast paces.

Experience

Joyology of Quincy / Budtender

OCTOBER 2024 - FEBRUARY 2025, 104 W Chicago St, Quincy, MI 49082

Working in the cannabis industry, despite being followed by stigma, really does give a deep understanding for quite a lot of the specifics in compliance especially in such a complex industry. With the vast array of products available, as well as the amount of laws that surround the industry, adhering to that specificity while also performing well in a manner that consumers appreciate is a tall task sometimes. Combining that with the memorization of weekly deals and a constant upkeep on new products, it really is a position that asked a lot of my skills in faster paced environments as well as staying positive with customer service. In my time working at Joyology, I was mainly responsible for handling sales directly to the customer, but I also assisted in stocking of inventory, cleaning and organizing displays, as well as keeping up on updating the sales flower every week for a duration of my employment as well.

Leader Logistics / General Laborer

APRIL 2024 - OCTOBER 2024, 345 VISTA DR. COLDWATER, MI 49036

At Leader Logistics, I was a general laborer who was generally responsible for completely assigned tasks with very little oversight. In this position the team I worked with handled mainly acid production and would set up filler machines to run large batches of product. We would also handle gathering orders around for shipping, as well as warehouse organization and inventory management.

Experience cont.

Metz Culinary Management Company / Bar Supervisor

AUGUST 2022 - APRIL 2024, CENTRAL HALL, 33 E COLLEGE ST, HILLSDALE, MI 49242

Metz Culinary Management was the company to take over the food and beverage program at Hillsdale College after Bon Appétit. When the account was originally set up, they stripped all existing employees of their titles and reverted everyone except for management to either the basic title of server or cook. After 4 months, in December, I was promoted back into the supervisor position that I had held before. In the interim, I still held all of the same responsibilities that I had while working at Bon Appétit, i.e., non-alcoholic inventories, event set up and execution, and leading/training the bar team. After my promotion, I took on all of our alcoholic inventory as well, and I became more involved in discussions about what beverages should be served at events, including menu creation, custom garnishes, and stylized sets for our more personalized and notable events. In this role, I became much more adept at recognizing and anticipating uncertain usage, and finding ways to use product that was ordered, but wasn't necessary for the event it had been ordered for. I learned more as well on how to acquire, and to maintain a liquor license, including knowledge of how to set a secure event space where we could cater to having an open bar, without allowing minors into drinking spaces. In this role I also gained and upheld good standing with clients, as in most situations, and smaller events, the supervisor held the sole responsibility for the set up of the event, and making sure it was executed to the personal standards of each unique client.

Bon Appétit Management Company / Supervisor

APRIL 2022 - AUGUST 2022, 33 E COLLEGE ST, HILLSDALE, MI 49242

Working at Bon Appétit's catering facility at Hillsdale College was a very tumultuous period for me professionally. Shortly after I was hired, the company lost the contract for the account and as a result most of the staff as well. Those of us who were left wore a lot of hats. I started as a prep cook for events working mainly on creating a fine dining level experience for our guests from plated multi-course services with up to 900 guests, to upscale buffet sets including charcuterie presentation for similar volumes of people. During this time, I was also cross trained to front of house service, making use of TIPS certification to better the team. My role shifted from being mainly in the kitchen to being a bartender and front of house supervisor under my director's supervision who deemed I would be more useful to the team in that position. After this promotion, I was responsible for the upkeep and inventory of all non alcoholic beverages to be served or used in the catering setting. I was also responsible for the physical application, set up, and execution of custom bars for these large scale events, as well as training the staff to work them..

Experience cont.

JT's Billiards Bar and Grille / Kitchen Manager

APRIL 2018 - JANUARY 2022, 50 E CHICAGO ST, COLDWATER, MI 49036

In my time at JT's I moved my way up from being a dishwasher to being a line lead within my first six months. After another year of holding that position and excelling in it, I was offered the title of kitchen manager, and I accepted. In my position I was responsible for overseeing the operations of the kitchen at all times. Making sure that guest experience was up to expectations consistently, and handling day to day operations including the pricing of, and ordering of food, as well as writing menus that stayed within margins dependent on the market. I was also responsible for handling scheduling of the kitchen staff to ensure that hour requirements of staff were met while also making sure that labor stayed within guidelines set by my manager. As part of my job, it was also my responsibility to work the line during busy times, doing to order cooking, to maintain ticket times and ensure customer satisfaction.

Gap where I finished high school and attended college

Camp Selah / YSL

MAY 2013 - AUGUST 2015, 3600 LONG LAKE RD, READING, MI 49274

I was acting as a Counselor In Training at the summer camp. Amongst my duties were caring for the campers and making sure they made it to events on schedule, cleaning, supporting the current counselors, and helping the kitchen with preparation of meals, snacks, and doing dishes afterwards.

Education

Michigan Technological University / Did not graduate

AUGUST 2016 - JUNE 2017, HOUGHTON, MI

I attended the university for two semesters studying computer science, before coming to a realization that I was not passionate in the field. With that realization, I decided to pursue other ventures that I hoped would give me more fulfillment in life.

Quincy High School / High School Diploma

AUGUST 2012 - MAY 2016, QUINCY, MI

I attended Quincy High School for four years, graduating with perfect attendance and a 3.1 GPA.

References

Gabby Goodin - District Manager at Smilez

Phone - 269.689.8842

Scott Avra - Plant Manager at Leader Logistics

Phone - 517.227.0130

Todd Gerry - General Manager at Metz Culinary Management

Phone - 517.607.3123

Sean Daly - Director of Catering at Metz Culinary Management

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