

Chris Cross

Paul Smith's College
P.O. Box 265
Paul Smiths, NY 12970
(518) -565-5566
ccross@paulsmiths.edu

SUMMARY

- Completed over 300 work experience hours in local restaurants
- Dedicated to exemplary customer service
- Demonstrated extensive knowledge of both front and back of house service operations

EDUCATION

Paul Smith's College

Paul Smiths, NY

Bachelor of Professional Studies

May 2019

Major: Culinary Arts and Service Management

Minor: Craft Beer Studies and Management

Overall GPA: 3.3

RELATED COURSEWORK

Commercial Cooking and Catering

The Service Economy

Food Service Sanitation

Financial Accounting

International Cuisine

Advanced Patisserie

WORK EXPERIENCE

The Palm Restaurant

Paul Smiths, NY

Cook

Summer 2017- Present

- Prepare entrees for the dinner menu according to set recipes
- Manage inventory and supply management tasks
- Ensure a positive and memorable customer dining experience
- Maintain health and safety standards while also ensuring customers' orders are accurate and consistent
- Oversee and delegate tasks to a team of four other students working in the kitchen

Smoke Signals

Lake Placid, NY

Host

Summers 2015, 2016

- Provided a positive and unique customer service experience to all guests
- Addressed all guest requests or complaints and worked diligently to solve any issues
- Presented menus, escorted guests to assigned table, and answered any questions regarding dining or seating
- Managed seating assignments for guests and wait staff
- Communicated effectively with all guests regarding delays and offered additional services to create a personal dining experience

HONORS & ACTIVITIES

PSC Snowcats, member

Men's Varsity Soccer Team, member

VOLUNTEER

Completed over 100 hours of community service at local soup kitchens

SPECIAL SKILLS

Computer: Microsoft Office (Word, Excel, Access, PowerPoint)

Language: English (fluent), Spanish (6 years)

Sydney Gonzalez
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Albany, NY
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EDUCATION Paul Smith's College Paul Smiths, NY
Bachelor of Arts May 2018
Major: Environmental Studies
Overall GPA: 3.6

RELATED COURSEWORK Ecological Change and Society Environmental Writers
Philosophy of Nature Environmental History
Politics of the Environment General Ecology

RELATED EXPERIENCE *Adirondack Watershed Institute* Paul Smiths, NY
Watershed Steward Summer 2017- Present

- Perform watercraft inspections at boat launches in accordance with program protocol to prevent the spread of aquatic invasive species
- Communicate with community members regarding aquatic invasive species
- Collect and analyze data to be used by the Adirondack Watershed Institute to better understand the spread of invasive species
- Develop an extensive knowledge of aquatic invasive species in the Adirondacks

Paul Smith's College Paul Smiths, NY
Outing Program Co-Leader Fall 2016 - Present

- Plan and facilitate a variety of outings for Paul Smith's students to explore the Adirondacks including hiking, kayaking, canoeing, rock climbing, skiing, snowshoeing, and fishing
- Supervise and maintain the safety of groups of up to 10 Paul Smith's students on Outing Program trips
- Ensure a positive experience for all student participants on trips
- Participate in Wilderness First Aid, Wilderness First Responder, and CPR trainings

YMCA Albany, NY
Camp Counselor Summers 2015, 2016

- Supervised a group of 25 10–14 year olds for ten weeks over the summer
- Coordinated summer activities such as hiking, canoeing, swimming, soccer, and tennis
- Incorporated environmental education lessons into daily outdoor activities for students to learn about environmental stewardship
- Communicated effectively with supervisors, other camp counselors, students, and parents

HONORS & ACTIVITIES Society for Ecological Restoration, member

SPECIAL SKILLS **Computer:** Microsoft Office (Word, Excel, Access, PowerPoint)
Certifications: Wilderness First Aid, CPR