

Shane Smith

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Seasoned culinary and hospitality professional with 18 years of experience across restaurant, lodge, and cruise environments. Passionate about preparing exceptional food, delivering memorable culinary experiences while maintaining strong standards in food quality, sanitation, inventory management, and kitchen efficiency. Known for dependable leadership, composure under pressure, and efficient day-to-day operations in fast-paced seasonal settings. Self-motivated, hands-on, and highly adaptable with a strong personal investment in guest satisfaction and operational excellence.

Core Competencies

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|------------------------|----------------------------------|--------------------------|
| • Kitchen Leadership | • Guest Experience & Hospitality | • Operational Efficiency |
| • Menu Development | • Food Safety Standards | • Process Improvement |
| • Food Quality Control | • Inventory Management | • Vendor Management |

Education & Certifications

Bachelor of Science in **Business Administration** • *Eastern Connecticut State University*
ServSafe **Manager Certification** • Transportation Worker Identification Credential **TWIC**

Professional Experience

Sous Chef • Alaskan Dream Cruise • Sitka, AK

April 2025 - February 2026

- Delivered personalized guest dining experiences by accommodating dietary restrictions, food allergies, and special meal requests in a high-volume cruise environment with consistently changing service needs.
- Managed galley inventory, provisioning, and food ordering for remote operations, maintaining accurate stock levels while minimizing waste, controlling food costs, and ensuring smooth daily kitchen operations.
- Maintained exceptional standards in food quality, sanitation, kitchen organization, and operational efficiency during 12–14 hour workdays in demanding seasonal conditions and fast-paced service periods.
- Independently managed kitchen operations with minimal supervision, adapting to changing service demands and recognized by leadership for strong performance, adaptability, and execution under pressure.
- Recognized by the captain for exceptional performance, adaptability, and the ability to successfully improvise and execute unfamiliar tasks under pressure.

General Manager & Head Chef • Old Town Rooster Cafe • Cottonwood, AZ

October 2010 - November 2024

- Directed full restaurant operations including vendor management, cash handling, POS systems, sanitation compliance, and opening/closing procedures across all service shifts.
- Led a team of approximately 15 staff, overseeing hiring, training, scheduling, and performance management to maintain consistent service and operational efficiency.
- Managed scratch kitchen operations including menu development, daily specials, and production of house-made items such as sauces, cured meats, and specialty proteins.
- Built strong community reputation and repeat customer base, contributing to recognition as a top-rated Arizona restaurant (Phoenix Magazine Top 10) and multiple sanitation awards.

Food & Beverage Manager • Mile High Grill & Inn • Gerome, AZ

May 2007 - August 2010

- Oversaw full kitchen operations including food preparation, inventory management, ordering, and quality control to maintain consistent service across breakfast, lunch, and dinner service.
- Supervised 10–15 staff across kitchen, bar, and lodging operations, ensuring coordinated service delivery.
- Oversaw POS systems, cash handling, inventory control, and financial reconciliation.
- Managed guest service recovery and supported seamless coordination between restaurant and inn operations.

Operations Manager • Leader Industries Inc • Manchester, CT

June 1998 - January 2007

- Managed daily mail-order operations for a specialty automotive parts company, overseeing order processing, inventory control, shipping, receiving, and customer service functions.
- Supervised 5–10 staff and coordinated daily end-to-end warehouse operations and order fulfilment.