
JEREMY McSHURLEY

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PROFESSIONAL SUMMARY

Versatile Food Service Professional with over 20 years of dual-threat experience in high-volume dining environments. Proven track record in both Back-of-House culinary operations and Front-of-House customer service. Background in line cooking, bartending, and mid-level management. Expert communicator with a Master's degree in Communications, able to lead teams, resolve conflicts, and drive sales while maintaining strict health and safety standards.

CORE COMPETENCIES

- **Back of House:** Line Cooking, Prep, Inventory Control, Kitchen Safety & Sanitation, Expediting.
- **Front of House:** Bartending/Mixology, Tableside Service, POS Systems, Cash Handling.
- **Management:** Staff Training, Scheduling, Opening/Closing Procedures, Vendor Relations, Cost Control.

PROFESSIONAL EXPERIENCE

Kitchen Operations & Culinary Excellence

- Executed high-volume menu preparation for breakfast, lunch, and dinner services, ensuring consistent quality and presentation.
- Managed station prep to minimize waste and ensure rapid ticket times during peak rush hours.
- Maintained strict adherence to health code regulations, sanitation protocols, and proper food storage temperatures.
- Collaborated with kitchen management to assist with ordering, inventory rotation (FIFO), and menu development.

Front of House & Guest Experience

- Provided high-energy service as a server and bartender, managing multiple tables and bar guests simultaneously with a focus on customer retention.
- Expertly mixed classic and craft cocktails, adhering to standard pour recipes and state liquor laws.
- Utilized strong communication skills to upsell menu items and daily specials, consistently increasing check averages.
- Resolved guest complaints with professionalism and empathy, ensuring positive dining experiences and repeat business.

Team Leadership & Management

- Supervised shifts for both kitchen and floor staff, ensuring smooth operations from open to close.
- Trained and mentored new hires on menu knowledge, service standards, and safety protocols.
- Handled administrative duties including drawer reconciliation, tip-outs, and daily sales reporting.
- Acted as a liaison between FOH and BOH staff to streamline communication and reduce service errors during high-stress periods.

EDUCATION

Master of Humanities in Communications

Tiffin University | 2016

Bachelor of General Studies

Ball State University | 2008
