

**Heidi M Tillich
8531 Oliver Road
Erie PA 16509**

August 8, 2011

To Whom It May Concern:

Please accept my enclosed resume as application for the part-time food service aide position posted in the Erie Times News classifieds. Given my current career goals and interests, I feel I would be a valuable addition to your staff.

I am currently a cashier in the Westlake Middle School cafeteria. I am responsible for making menu items and setting up lines. Each day, I document times and temperatures to ensure food safety.

In addition to dealing with students, I also help with ordering supplies and food items. I monitor inventory to ensure products are on hand to meet menu expectations, and are not expired. I record sales for the day and verify the deposit.

Through my experience working in the kitchen at Westlake Middle School, I ensure that students receive quality service. I have strong interpersonal skills as well, which I developed through years of service in the fast food industry and working on the teller line at Northwest Savings Bank.

I believe I have the necessary skills to be an effective food service aide for your school. I look forward to meeting with you soon to discuss employment opportunities. Please feel free to contact me at (814) 866-0261. Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Heidi Tillich".

Heidi Tillich

ERIE COUNTY TECHNICAL SCHOOL
8500 OLIVER ROAD
ERIE, PA 16509
APPLICATION FOR EMPLOYMENT

(Fill Out Completely. Please type or print.)

Position Desired part-time food service aide

Name Heidi Tillich Date 8/8/11

Address 8531 Oliver Rd
Erie PA 16509 Phone (814) 866 0261

State, in order of preference, skills in which you are trained and prefer to do:

effective communication, problem solving, time
management

Salary last received \$9.68 Initial Salary Expected \$10.00

Hobbies or outside interests? I am a Girl Scout Troop leader.

If you are currently employed, why do you want to leave? I am looking for a job
closer to my home.

References: (Give names and addresses of persons acquainted with your work experience and ability.)

NAME	ADDRESS
Amy Brady	2801 Homer Ave Erie PA 16506
Michelle Wiesen	2315 Plum St Erie PA 16502
Courtney Soder	410 GSWRA Rt 6 Edinboro PA 16712
Erin Grack	2926 Raspberry Erie PA 16508
Lynn Minarich	4020 W. 28th St Erie PA 16506

The Erie County Technical School does not discriminate on the basis of race, color, national or ethnic origin, sex, handicap, or disability in the administration of any of its educational programs and activities in accordance with applicable federal/state statutes and regulations. Inquiries should be directed to Paul D. Fritz, Title IX/ADA Coordinator, Erie County AVTS, 8500 Oliver Road, Erie, PA 16509, (814) 864-0641, Ext. 346. (EOE)

EDUCATIONAL RECORD

NAME & ADDRESS OF SCHOOL	NUMBER OF YEARS ATTENDED	YEAR GRADUATED	DEGREE
HIGH SCHOOL General McLane 11761 Edinboro Rd 16412	4	1991	Diploma
TECHNICAL SCHOOL			
COLLEGE			
OTHER			

WORK EXPERIENCE RECORD

NAME & ADDRESS OF PREVIOUS EMPLOYERS	OCCUPATION	NO. OF YEARS OF SERVICE	FROM - TO DATES WORKED
Westlake Middle School 4330 West Lake Rd 16505	Cashier	3	Aug 08 to present
Northwest Savings Bank 800 State St 16501	Call Center Specialist	8	1999 to 2007
Pizza Hot Peach St Eric PA	Asst Manager	1	1998 to 1999
Burger King Eric PA	Asst. Manager	8	1990 to 1998

Comments:

Heidi Tillich

8531 Oliver Road, Erie, PA 16509 (814)866-0261

Highlights of Qualifications

- Proven success in customer relations
- Strong practical knowledge of providing customer assistance
- Excellent management skills and experience

Professional Experience

Millcreek Township School District, Erie, PA

Cashier

August 2008 to present

- Assist with preparation of school lunch
- Operate cash register
- ServSafe food safety certificate

Northwest Savings Bank, Erie, PA

Call Center Specialist

September 1999- May 2007

- Enrolled new customers onto internet banking system
- Updated accounts for online banking customers
- Provided assistance to customers using the internet banking system and the bankline automated system
- Routed calls to appropriate departments and branches
- Answered customer questions about deposit accounts

Pizza Hut, Erie, PA

1998-1999

Assistant Manager

- Supervised approximately 20 employees
- Hired and trained employees
- Ensured quality of products and service
- Monitored deliveries and drivers

Burger King, Erie, PA

1990-1998

Assistant Manager

- Supervised approximately 40 employees
- Hired employees and processed paperwork
- Maintained records of monetary transactions, inventory, and overall sales
- Organized daily and weekly schedules for entire staff
- Maintained inviting atmosphere in restaurant

Skills

Teamwork, effective communication, problem solving, understanding profitability, time management, organization, sales building, marketing, handling confidential information

Education

Applied Food Safety, **National Education Foundation**, November 1996

Basic Management Training, **Burger King**, May 1993

Supervisory Training, **Burger King**, May 1993

High School Diploma, General **McLane High School**, June 1991

References

Available upon request