

**JOB EXPERIENCE:**

Englund's Bistro & Tea Room (925) 691-8327  
2002 Salvio St. Concord, CA 94517  
Owner/Managers 2004-2009

Duties for Duane include: Kitchen manager, chef, menu planning, shopping, maintaining budget, inventory, staff supervision, serving, preparation of daily Afternoon Tea ritual, general cleaning & maintenance.

Duties for Pam include: Event planning, reservations and scheduling, hostessing, general housekeeping, serving, shopping & errands, bookkeeping, payroll, general office/computer, teach manners & etiquette classes, service of Afternoon Tea ritual, etc.

Knowledge Learning Corporation (503) 641-6758  
Headquarters: Portland, OR 2004-2006  
Manager Supervisor: Jackie Majors

Duties included: Staff management, customer satisfaction, management of food, education & ancillary programs, P & L maintenance, marketing, site management, etc.

Englund's Catering (925) 766-7725  
6950 Port Chicago Hwy., Concord, CA 94520 Supervisor: Derry Englund

Duane's duties: Cook/Supervisor 1988-1998  
Plan menus, maintain inventory, purchasing, food preparation, creative presentation, staff supervision, set up and clean up for events that ranged from 20 guests up to 5,000. Clients included professional sports teams, large corporations, fundraisers, hospitals, local businesses, politicians, weddings, etc.

Pam's duties: Personal assistant 2003-2004  
Assisted owner with marketing, sales, office work, errands, customer service, etc.

Clayton Pioneer & Concordian Newspapers (925) 672-0500  
Concord, CA  
Pam's duties: Wrote monthly column for two local newspapers that included research & editing topics such as manners, etiquette, afternoon tea time, gracious living, event planning, etc.

**EDUCATION:**

Bachelors Degree, Lynchburg College, VA  
Associate of Arts Degree, San Joaquin Delta College, Stockton, CA  
Variety of classes on food service, safety, cooking, the art of tea, staff management, etc.