

PENNY

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 Pasadena, US

Restaurant Server

Dedicated and experienced professional who has worked as a restaurant server for 4+ years. Skilled in serving, waiting, providing F&B services to restaurant guests and looking after backend operations. Proficient in maintaining the highest standards of hospitality and serving guests with the highest level of customer service. Possess an in-depth knowledge of food and beverage options. Adept at making recommendations to guests as well as upselling alternatives.

KEY SKILLS

- Customer Service • Order Processing • Knowledge of food & beverages • Up Selling • Customer Issue Resolution
- Training • Health & Safety Compliance • Backend Kitchen Operations

PROFESSIONAL EXPERIENCE

Star White Steakhouse

Restaurant Server

Pasadena, US |  Mar '14 - Present

Star White Steakhouse is the leading chain of steakhouses in California.

Customer Servicing

- Providing delightful food & beverage services to 100+ customers every day; Responsible for taking orders from multiple tables
- Recommending alternatives for up selling; successfully up selling items worth an average of \$ 1,000 per week
- Adept at anticipating and delivering on the requirements of the customers
- Gained a thorough knowledge of food and beverages (alcoholic & non-alcoholic) menu
- Ensuring that the highest quality of customer service is delivered and the customer experience is made memorable

Miscellaneous

- Managing 150+ customer reservations and bookings every week
- Working on versatile shifts including on holidays, weekends etc.
- Training new junior servers who join the restaurant; trained a total of 15 servers till date
- Ensuring 100% compliance with the health and safety procedures of the steakhouse chain
- Assisting in backend kitchen operations including supply management, negotiations with vendors etc.

Wrigman Bar Restaurant

Server

SF, US |  Jun '13 - Feb '14

The Wringman bar restaurant is a famous bar restaurant serving 1000+ customers per week

Customer Service

- Took orders from and served food, wines and beverages to 50+ customers every day
- Gained a comprehensive understanding of the exquisite food and bar menu with 500+ options
- Coordinated with the chefs to continuously improve the menu as per the feedback of the guests
- Ensured the utmost cleanliness and hygiene of the dining area

EDUCATION

Bachelor of Science Hotel Administration

University of North Carolina

Chapel Hill, US |  Jul '07 - May '11

The University of North Carolina is a leading public university in the United States

- CGPA: 3.5/4

CERTIFICATIONS

- Successfully completed IV levels of certification in Hospitality Management and Customer Service from the International Institute of Hotel Management, NYC, '14 – '16