

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 Wrigman 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