

# LUCIANO HOWE

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95044 Hegmann Lodge, Phoenix, AZ • +1 (555) 594 0123

## WORK EXPERIENCE

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### LEAD FAST FOOD ATTENDANT

05/2016 - PRESENT

*Chicago, IL*

- Cashier, stock, or order when necessary to expedite the processing of guest's purchasing
- Integrity - We do the right thing, all the time
- Now - We operate with a sense of urgency and discipline
- Assist in the set-up and breakdown all meeting rooms. Serve, maintain, and clean for all food and beverage
- Adhere to all health, sanitation, and cleanliness standards that meet state and local Health Board inspection,
- True passion for customer service
- Availability to work a variety of shifts over a seven day rotating roster
- Hold a current RSA certificate
- Previous experience within a busy food and beverage service role advantageous

### FOOD & BEVERAGE ATTENDANT

05/2009 - 02/2016

*New York, NY*

- Typically shift is 9am - 4pm
- Flexible schedule including weekends, holidays, etc required
- Highly active front of house position involving setting up function rooms, organizing glassware, crockery, cutlery and equipment according to event order specifications
- Serving of meals and beverages
- Maintain the cleanliness standards of the Banquets department
- Accommodate guests' requests as needed
- Promptly greet guests in a friendly and professional manner. Ensure orders are taken accurately and completely Offer ideas and suggestions to guests when ordering. Ensure the packaged products are stocked, maintain cleanliness of all food and beverage areas, assist in preparation of food orders, (35% time)
- Cultivate a "Count On Me" Culture: Continuously exhibit the company's Count on Me philosophy; be responsive to the needs of our guests, associates and all we come into contact with on the job, be respectful in every way; deliver a great experience. (10% time)
- Successful candidates are required to have exceptional Food & Beverage/Barista Skills and be able to work in a fast paced environment

### CASHIER / FOOD ATTENDANT

03/2003 - 03/2009

*Los Angeles, CA*

- Follow all SOP's and LSOP's pertaining to cash handling
- Knows and uses correct terminology for all service equipment and utensils
- Assist in greeting and seating guests
- Stocks service station with clean and proper operating equipment, utensils, food and beverage and clean as per side duty schedule
- Keeps back of house work areas clean and tidy
- Clears service station of soiled dishes and dirty equipment and sends them to dishwashing area
- Collects and polishes equipment and utensils

## EDUCATION

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### TROY UNIVERSITY - PENSACOLA

1999 - 2003

*School's Degree in Management*

## PROFESSIONAL SKILLS

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- Proven high standard of customer service skills
- Hospitality Experience is advantageous but not necessary, we believe in transferable skills!
- Experience in a large commercial kitchen (Mise en Place/ Knife Skills Highly Regarded)
- Previous experience in modern and busy restaurants and bars (including previous bar tending experience)
- Communication skills are utilized a significant amount of time when interacting with guests and supervisors
- Demonstrated experience working in Room Service within a hotel
- Good food and beverage service skills