

ERIC PATERSON

SUMMARY

Dependable Customer Service providing fast, high-quality customer service to guests in hospitality settings. Adaptable professional with expertise in personnel development, team collaboration and resolving issues with customers, waitstaff and management.

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

WORK HISTORY

Line Cook Supervisor, 11/2019 - 07/2023

Canadian 2 for 1 Pizza, Agassiz, BC

- Prepared multiple orders simultaneously during peak periods with high accuracy rate, maximizing customer satisfaction, and repeat business.
- Operated varied kitchen equipment, observing operation guidelines to avoid accidents and prevent malfunctions.

Server, 05/2019 - 11/2022

Hong's Garden, Agassiz, BC

- Worked with POS system to place orders, manage bills and handle complimentary items.
- Explained menu items and suggested appropriate options for food allergy concerns.

Delivery Driver, 11/2018 - 04/2019

Skip the Dishes, Chilliwack, BC

- Delivered packages to customer doorsteps and business offices.

Dishwasher/Prep Line Cook, 07/2018 - 04/2019

Mr. Mikes Steakhouse, Chilliwack, BC

- Cleared, washed and stacked all plates, dining utensils and trays.
- Kept kitchen areas neat and clean by removing trash and organizing supplies.

Busser/Server Assistant, 07/2017 - 11/2018

Black Forest Restaurant, Harrison Hot Springs, BC

- Worked quickly, communicated with other staff and always looked for better ways of completing tasks to improve productivity and keep tables ready for incoming guests.



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SKILLS

- Customer Service and Rapport
- Transactions and Cash Handling
- Food and Beverage Service
- Team Player
- Fundamental Understanding of IT Support
- Programming Languages: HTML, CSS, JavaScript, Java, Python
- Sound Design
- Mixing and Mastering
- Graphic Design

- Kept close eye on customers to quickly spot leaving guests and clear tables for future patrons.
- Transported dirty utensils, dishes and trays to kitchen to help team stay on top of cleaning.
- Collected trash, wiped up spills and removed trays to maintain fresh and clean customer areas.

Delivery Driver, 07/2016 - 06/2018

Boston Pizza, Abbotsford, BC

- Delivered packages to customer doorsteps and business offices.

Busser/Server Assistant, 06/2013 - 12/2016

Harrison Resort & Spa, Harrison Hot Springs, BC

- Worked quickly, communicated with other staff and always looked for better ways of completing tasks to improve productivity and keep tables ready for incoming guests.
- Kept close eye on customers to quickly spot leaving guests and clear tables for future patrons.

Hotel Reservations Agent, 08/2014 - 11/2015

Harrison Resort & Spa, Harrison Hot Springs, BC

- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Maintained files and records by implementing effective filing systems that boosted efficiency and organization.

Dishwasher/Prep Cook, 04/2012 - 06/2013

Old Settler Pub, Harrison Hot Springs, BC

- Cleared, washed and stacked all plates, dining utensils and trays.

Housekeeper, 04/2010 - 08/2010

Bungalow Motel, Harrison Hot Springs, BC

- Disinfected and mopped bathrooms to keep facilities sanitary and clean.
- Cleaned and stocked guest rooms by replacing used towels and linens, vacuuming floors, making beds and restocking bathroom items.

Dishwasher, 04/2009 - 08/2009

Harrison Pizza, Harrison Hot Springs, BC

- Cleared, washed and stacked all plates, dining utensils and trays.

EDUCATION

High School Diploma, 06/2013

Agassiz Elementary Secondary School - Agassiz, BC