**Michael J. Carpenter**

*Waiter / Flooring Contractor / Painter*

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*Message:* 316 265 5211

401 S. Emporia Wichita, KS 67202

**Summary of Qualifications**

* Highly organized and personable Server with experience providing exceptional customer service in casual-dining and quick-service restaurants.
* Dedicated to ensuring customer satisfaction by remaining accessible and friendly.
* Exceptional interpersonal and team building skills with an aptitude for building rapport with a diverse range of customers, managers, and colleagues; talent for quickly resolving issues prior to escalation.
* Thorough knowledge of menu offerings, including gourmet food, spirits, and wine pairings.
* Skilled at anticipating, identifying and fulfilling guest needs and clarifying special orders.
* Success multitasking while remaining professional and courteous in fast-paced environments.

**Functional Overview**

*Food Service*

* Assist guests in order selection by promoting specific menu items and specials.
* Respond to inquiries regarding meal preparation and service.
* Up-sell appetizers, specialty beverages, and desserts to increase guest check averages.
* Coordinate with kitchen staff to ensure timely and accurate order preparation.
* Regularly follow-up with guest tables and promptly fulfill additional requests.
* Collect payments and balance transactions with receipts.

*Floor Contractor*

* Provide estimates for several flooring companies and customers for required flooring installations.
* Install all flooring jobs provided by various hardwood companies and general contractors.
* Coordinate and managed all hardwood installations for residential and commercial clients.
* Maintain contact with all clients and provided excellent customer service.
* Operate drum sanders, floor buffers, and floor edgers.

*General Labor*

* Check and maintain HVAC units, including filling with Freon and changing belts.
* Transport and ready materials and tools for specific jobs.
* Clean and muck livestock stalls.
* Paint interior and exterior walls and surfaces for residential and commercial clients.

**Employment**

* HVAC Technician Kansas State Fair Grounds Hutchinson, KS 2017
* Kitchen Worker Aramark Hutchinson, KS 2016
* Flooring Contractor Denver, CO; Wichita, KS 2000 – 2016
* Server Denny’s Denver, CO 1990 – 2000