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# AMOR ANDAL

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## PROFILE

A reliable, driven, personable individual conditioned to high-stress, fast-paced environments seeking to utilize her experience to gain footing and expand her knowledge a new industry as a budding software-engineer.

## EXPERIENCE

### HOGSALT HOSPITALITY – JANUARY 2020-PRESENT

#### **COMPANY MAITRE D, CHICAGO, IL – FEB 2020-PRESENT**

Responsible for the success of the company's front doors of every restaurant through positive leadership, training, and mentoring of both staff and guests. Helped facilitate opening of new restaurant: Trivoli Tavern. Made recommendations to store leaders about hiring decisions, operational improvements, and disciplinary actions. Functioned as company trainer to new employees, providing instruction of various restaurant software (Resy, Toast). Maintained company standards while under high pressure situations, handled guest issues in a professional manner while effectively maintaining pace of restaurant.

#### **SERVER-BARISTA-LEAD HOST, CICCIO MIO; CHICAGO, IL – OCT 2019-PRESENT**

New restaurant opening trainer. Managed the reservation books and seating, handled and maintained guest relations and satisfaction; provided guests with table-side service; responsible for preparation of all coffee drinks.

#### **HOST TRAINER, AU CHEVAL DINER; NEW YORK, NY – FEB 2019- MAR 2019**

Opened the Au Cheval in New York and demonstrated leadership as trainer to all new employees. Implemented training sessions and taught policies and procedures. Maintained company standards while under high pressure situations, handled guest issues in a professional manner, effectively managed waitlist and seating guests.

#### **LEAD HOST, GILT BAR; CHICAGO, IL – MARCH 2018-OCTOBER 2019**

Trainer for new hosts, taught new-hires how to utilize OpenTable, Reserve, and Resy software; created welcoming and enjoyable customer experience; planned seating arrangements for service; scheduled reservations, greeted and seated guests; built customer rapport; maintained menu knowledge; delivered drinks and food; delegated duties amongst staff.

### PCT, NORTHWESTERN MEMORIAL HOSPITAL; CHICAGO, IL – MAY 2017-JAN 2018

Assist patients with activities of daily living; obtain EKGs; perform telemetry monitoring; obtain and monitor blood glucose levels; obtain lab specimens, perform bladder scans and point of care.

### CNA, AURORA ST. LUKES MEDICAL CENTER; MILWAUKEE, WI – AUG 2015-JUN 2017

Lead trainer for CNAs. Obtain vital signs, blood glucose levels, lab specimens; remove indwelling catheters and IVs; perform bladder scans; help patients perform activities of daily living.

### SERVER, ELSA'S ON THE PARK; MILWAUKEE, WI – APR 2014-NOV 2016

Rotated positions as a server, host, serving assistant, food runner, and manager's assistant; greet and seat guests; familiarize guests with menu and daily specials; recommend and up-sell items; accurately record food and drink orders; conduct quality check on meals; perform daily side work.

### LEAD CARE MANAGER, SUNRISE SENIOR LIVING; GURNEE, IL – AUG 2013-JUN 2014

Delegate and supervise duties of care team, observe and report changes in resident's status to RN, chart resident's vitals and intake/output, assist residents with activities of daily living.

## REFERENCES

AVAILABLE UPON REQUEST