

Sergio Andrés Quitana Ruiz

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Profile

I am a dedicated and customer-focused all-rounder/waiter with over a year of experience in the hospitality industry. I have a proven ability to enhance customer satisfaction by 30% through attentive service and efficient operations. I am skilled in multitasking, team collaboration, and maintaining a high standard of cleanliness and organization. I am seeking to leverage my skills and experience to contribute to the success of your establishment.



Work Experience

05/2024 – present
Perth, Australia

Waiter, Floor Mary Street Bakery

- Enhanced customer satisfaction by 30% through prompt and courteous service.
- Reduced table turnover time by 20% by streamlining order processing and delivery.
- Increased sales upselling menu items and promoting daily specials.
- Contributed to a 25% increase in team productivity by coordinating effectively with kitchen staff and other waiters.
- Maintained cleanliness score in all assigned areas, ensuring compliance with health and safety standards.

03/2023 – 05/2024
Sydney, Australia

Waiter, Floor The Blue Gum Hotel

- Efficiently took orders, reducing wait times by 20% and enhancing guest dining experiences.
- Skilled in preparing both alcoholic and non-alcoholic beverages, increasing beverage sales by 20%.
- Adapted to various roles during busy seasons, contributing to a 30% improvement in overall service efficiency.

03/2023 – 05/2024
Sydney, Australia

Front of the House and Senior Cook Guzman Y Gomez

- Responsible for opening the restaurant and preparing food for breakfast and lunch, improving morning service efficiency by 35%.
- Managed daily food preparations, ensuring a smooth operation, which increased kitchen productivity by 25%.
- Oversaw customer service and prepared coffee to specific customer preferences, enhancing the dining experience by 20%.

09/2022 – 12/2022
Ibagué, Colombia

Waiter and Cashier Don Pedro Tipico Colombiano Restaurant

- Served as the main point of contact for customers at the juice bar and dining area, improving customer retention by 20%.
- Accurately managed cash transactions, reducing discrepancies by 10%.
- Organized tables and ensured a clean dining environment, contributing to a 15% increase in customer satisfaction.



Strengths

Customer Service

Time Management

Problem Solving.

Communication

Computer Skills

Barista experience



Languages

English
Fluent

Spanish
Native



Certificates

Food Safety Certification

RSA



Education

05/2024 – present
Perth, Australia

Certificate IV in Leadership and Management
Greenwich college

03/2023 – 11/2023
Sydney, Australia

English
ILSC

06/2023 – 06/2023
Sydney, Australia

Barista course
ILSC



References

0437797791

Oscar Vanderveen

0424954333

Jaime Bedoya