

Andrian Rodger

Waiter

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San Jose, CA

SUMMARY

3+ years experience waiter, well equipped in table setting & service management with efficient knowledge of food & beverage services which led to the upsell of items on the menu. Demonstrated efficient customer acquisition & ensured 100% customer satisfaction to achieve long-term customer relationships.

KEY SKILLS

- Table Setting Management • Table Service Management • Food & Beverage Service • Customer Service Management
- Customer Acquisition • Customer Relationship Management • Upsell Strategist • Team Coordination
- Social Service Management

PROFESSIONAL EXPERIENCE

Waiter Jul '16 - Aug '19
Fingerprints Restaurant San Jose, CA

Fingerprints Restaurant is a leading restaurant with 5+ branches all over California

Table Setting Management

- Arranged 10+ tables by setting decorations, napkins, condiments, candles & assembled cutleries as required
- Refilled water/wine glasses, removed completed courses & replaced utensils to maintain proper table setting

Table Service Management

- Replenished food items by taking customer orders to deliver food & beverages prompting courteous service
- Elucidated the chef's specialties & answered food preparation questions to ensure 100% customer satisfaction
- Ensured tables are enjoying their meals & take quick action to correct any problems to uphold the brand's value

Customer Relationship Management

- Attained 40+ Gold members to date by providing & maintaining high-quality customer service at all times
- Recommended special offers & discounts for genuine customers to maintain a loyal relationship for the long-term

Food & Beverage Service

- Memorized current wine stock & 25+ food menu to suggest the most suitable item that meets customers' request
- Assisted daily 30+ customers in selecting food & beverages by suggesting courses leading to 20% upsell of special items

Key Achievements

- Felicitated by superiors for generating 8% revenue in May '18 by upselling chef's signature items on the menu
- Participated in 20+ fundraiser events & 15+ community social service for the homeless & less privileged people

EDUCATION

Lifespring High School, Texas Jan '14 - Jun '16
High School Diploma Austin, TX

Lifespring High School is a leading high school in the US with an academic enrollment of over 1K students

- Top 5 Percentile of the class

ADDITIONAL INFORMATION

- Languages: English, Spanish and French