

Kristjan Punno

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Summary of Qualifications

- Restaurant industry professional held to a high standard with 10 years of experience
- Functional as a leader, independently, or in a supporting role
- Very knowledgeable of food safety in both preparation and caution to allergens
- Extensive experience with dining etiquette, forming bonds and professional relationships

Related Experience

Lead Server / Assistant Manager

Local 1794, Toronto, ON 2016 - Present

- Promoted from server to assistant manager
- Ability to function in an upscale environment with particular attention to detail, presentation and organization
- Acquired vast knowledge of craft beer and popular varietals of wine
- Comprehensive understanding of Silverware POS, creating menus, improving efficiency of layout and analyzing sales
- Oversaw hiring and interviewing, as well as scheduling
- Able to effectively manage the concerns and criticisms of patrons gracefully and with efficacy

Server

The Gull and Firkin, Toronto, ON 2014-2017

- Responsible for the satisfaction of all guests, as well as problem-solving issues, should any arise
- Ensured that each guest's needs are catered to and that tables are maintained in a timely fashion
- Ability to deliver exceptional service over the course of extended hours or prolonged shifts
- Required to oversee large volumes of guests; developing a strong situational awareness

Busser

Fanny Chadwick's, Toronto, ON 2013

- Provided assistance to wait staff in a fast-paced restaurant environment
- Ensured all aspects of restaurant are kept tidy at all times
- Responsible for overseeing that all tables in the restaurant are assisted in a timely fashion

Busser/Food Preparation

The Feathers, Toronto, ON 2011-2014

- Provided assistance to chef, cooks & wait staff in a high-volume pub
- Learned the importance of building relationships with, and maintaining reciprocity with clientele
- Multitasking an absolute necessity, such as monitoring the supply of all merchandise, glass and silverware