

ALICE TAN MING NI

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Summary

Experienced Server bringing enthusiasm, dedication and an exceptional work ethic. Trained in customer service with knowledge of Italy cuisine. High energy and outgoing with a dedication to positive guest relations. High volume dining customer service, and cash handling background.

Highlights

- Works well under pressure
- Exceptional interpersonal skills
- Trained in liquor, wine, and food service
- Master of sales techniques
- Highly responsible and reliable
- Food Ingredients expert

Experience

Head Waiter - 09/2017 to 05/2019

Momo Restaurant, New York

- Coach new waiters and floor staff on guest service expectations, safety procedures, proper food handling, and restaurant protocols.
- Monitor dining room to guarantee optimal guest experiences.
- Work with individual servers to improve performance.
- Answer customer inquiries and resolve issues immediately.

Waitress - 09/2015 to 05/2017

Si Italian Restaurant, SINGAPORE

- Answered questions about menu (elections and made recommendations when requested).
- Accurately recorded orders and partnered with team members to serve food and beverages.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests.
- Consistently adhered to quality expectations and standards.

Education

Bachelor of Science: **Cook - 2014**

Cookery School (High School), SINGAPORE