**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 |  |