

# Gary Basuil

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## Professional Summary

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Energetic retail and food service professional with over 5 years of experience in customer-facing roles. Demonstrated expertise in managing POS transactions, delivering excellent guest service, and upholding food safety standards. Adaptable and enthusiastic, skilled in teamwork and fast-paced environments, poised to contribute to a dynamic café setting.

## Work Experience

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### Host

Roy's Waikiki-Honolulu, HI  
November 2024 to Present

- Greeted and welcomed guests with a warm, friendly attitude, fostering a welcoming café environment.
- Managed guest reservations and seating arrangements efficiently to maintain smooth service flow.
- Provided accurate wait time estimates, minimizing guest dissatisfaction and enhancing customer experience.
- Maintained cleanliness and organization of the host stand, supporting food safety and sanitation standards.
- Collaborated with servers and bussers to ensure efficient table turnover and team support during busy periods.
- Assisted with special requests and accommodations, demonstrating attentive customer service.
- Addressed guest complaints or concerns promptly and professionally, ensuring high levels of satisfaction.

### 2nd Assistant Manager

Zumiez-Waikiki, HI  
January 2023 to June 2024

- Led sales associates and managed daily store operations in a fast-paced retail environment.
- Assisted customers with product selection, delivering attentive and friendly service.
- Operated POS system for sales transactions, cash handling, and order processing.
- Oversaw inventory management and restocking to ensure product availability and freshness.
- Multitasked across customer service, cashier, and administrative duties to support team needs.
- Received positive feedback from customers for enthusiastic and reliable service.

### Sales Associate

Shoe palace-Waikiki, HI  
September 2022 to January 2024

- Assisted customers with shoe purchases, providing detailed product information and recommendations.
- Operated POS system for transactions and ensured accurate cash handling.
- Delivered friendly, attentive service in a busy retail setting.
- Consistently achieved high sales and was recognized as the top seller.

## **Host/Server**

Lucky strike-Honolulu, HI

March 2021 to February 2022

- Managed guest seating and ensured customers were placed in appropriate areas for optimal experience.
- Provided guests with beverages and utensils, supporting food and beverage service standards.
- Maintained a welcoming and attentive atmosphere, resulting in positive guest feedback and generous tips.

## **Buffalo Wild Wings Server**

Buffalo Wild Wings-Honolulu, HI

May 2020 to June 2021

- Served as both host and server, assisting with seating guests and meeting their accommodations.
- Took and delivered orders promptly, ensuring efficient and attentive service.
- Maintained a high standard of customer service, resulting in positive guest experiences and generous tips.

## **Education**

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### **High school diploma**

James Campbell High School-'Ewa Beach, HI

August 2016 to June 2020

## **Skills**

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- Coffee shop
- Espresso coffee making
- Food & beverage industry
- Food Service
- Food handling
- Food Safety
- Cash Handling
- POS
- Customer service
- Barista experience
- Restaurant experience
- Time management
- Inventory Control
- Hospitality
- Teamwork

## **Certifications and Licenses**

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### **Food Handler Certification**