

FERWOINE ASGEDOM

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Summary

Enthusiastic Server with 30 years' experience in hotel environments, Proficient in working collaboratively, maximizing satisfaction, and exceeding restaurant standards. Able to build rapport quickly with peers and customers alike.

Highlights

- Exceptional interpersonal ability
- Skilled in customer service
- Proficient salesperson
- Hardworking and reliable
- Point of sale (POS) system operation
- Leadership skills
- Conflict resolution ability
- Follow food safety regulations

Experience

Jan / 3 / 2024 - till Present

Tyson Corner, VA Marriott Hotel

March 1995 – March 2021

Washington D.C. Marriott Hotel

Server

- Observe work of junior staff members and mentor to improve performance.
- Proficiently manage tables while keeping an eye on food deliveries, seating loads, and customer service issues to inform management or host staff of problems.
- Work collaboratively with the team to ensure all customer needs are met and restaurant standards of service are maintained.
- Train new servers on safety, food handling, and customer service protocols.
- Assist management with customer service issues, staff concerns, and duty assignments.

April / 2021 – Dec / 2023

Washington D.C. 20007 Brasserie Liberte

- Took orders, scheduled staff hours, directed night operations with team of maintaining 100% customer satisfaction through entire 3 years of employment

- Coordinated order flow between wait staff and kitchen staff, working to increase order delivery efficiency and reduce customer wait time by an average of 3 minutes
- Organized annual food drives for local food shelf
- Clean all work areas, equipment, utensils, dishes, and silverware, and ensure they are stored appropriately in accordance with state law, passing every health inspection