

# Robert Smith

## Lead Waitress

### PERSONAL STATEMENT

Over the years I have been trained in customer first selling skills, customer service, sales, and management. I have been taught marketing strategies, and I have held leadership positions. I have constantly worked with the public on all levels and I am a highly experienced and motivated professional. Ensuring wait staff know and use proper custom and etiquette procedures and ensure proper techniques for serving and clearing food, desserts, drinks and pouring wine.

### WORK EXPERIENCE

#### Lead Waitress

ABC Corporation - 2006 - 2006

##### Responsibilities:

- Did the scheduling.
- Set up the service stations and tables.
- Responsible for overseeing the wait staff and settling escalations between employees.
- Oversaw the food preparation for the day, and I was responsible for the traffic flow through the restaurant.
- Handled the seating arrangements for customers and set up the sections for the servers.
- Handled interaction for customers.
- Responsible for getting to my tables in a timely manner and made sure that all needs were met.

#### Lead Waitress

Delta Corporation - 2001 - 2006

##### Responsibilities:

- Greeted guest in the restaurant, took and rang up orders, handled payments and thanked guest Wrote guest food orders on order slips, memorized orders,.
- Accurately describing and knowledge of beer and wine, and having knowledge of the complete menu in full detail, Completing side work and closing work .
- Responsible for opening and closing restaurant in safe and proficient manner for guests and staff Supervised restaurant to ensure customer .
- ensure all guests receive exceptional service -responsible for training new staff - responsible for co-workers task completion.
- Prepared the weekly wait staff schedule Train and Instruct employees in job duties Resolve customer complaints Address performance issues within wait .
- Prepare food and products for daily menus and specials.
- Run the register for daily sales.

### CONTACT DETAILS

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### SKILLS

Management,  
Coordination, Strong  
Verbal And Written .

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

## Education

Bachelor's In Criminal Justice