ROBERT SMITH

Olive Garden

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SUMMARY

Responsible for Training new employees Manage timing Customer service Manage operating high business hours Manage Phones and Control the front of the house.

CORE COMPETENCIES

Daycare/babysitting, Retail.

PROFESSIONAL EXPERIENCE

Olive Garden

ABC Corporation - January 2015 – March 2016

Key Deliverables:

- Greeted guests and make them feel comfortable.
- Learned menu items and be able to describe them appropriately to guests.
- Taken beverage and food orders.
- Delivered beverages and food in a timely manner.
- Checked in with guests to ensure that everything is going well.
- Cleared dirty dishes from table.
- Refilled beverages throughout the meal.

Olive Garden

Delta Corporation - 2011 – 2015

Key Deliverables:

- Started in Ft Walton Beach in 2003 I was a host then promoted to Certified Trainer for other incoming host staff.
- Organized large parties, military events, reservations, answered phone calls for incoming parties, entered data into the Welcome Excellence system.
- Receive and store supplies such as utensils -Wash glasses, flatware and pots -Clean and throw out trash.
- Hostess cashier.
- Serve food, take orders, handle money Skills Used Patience, friendliness, accuracy.
- Took patrons food orders, entered data into computer to transmit to the kitchen, Checked IDs upon ordering under age beverages.
- Wash dishes, pots and pans, take out the garbage, maintaining and cleaning the workstation.

EDUCATION

- BA In General Education

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