Robert Smith

Training Coordinator/Server

CONTACT DETAILS

1737 Marshville Road,
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PERSONAL STATEMENT

Outgoing Server with 8+ years of experience, offering extensive knowledge of hospitality etiquette, food preparation, and superior customer service. With two years in FOH operations, skilled at memorizing menu items and orders. Focused on continuing education and broadening customer service experience in different careers.

WORK EXPERIENCE

Training Coordinator/Server

ABC Corporation - March 2012 – Present

Responsibilities:

- Assisting guests with making menu choices in an informative and helpful fashion.
- Maintaining knowledge of current menu items, garnishes, ingredients and preparation methods.
- Delivering exceptional service by greeting and serving customers in a timely, friendly manner.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Answering questions about menu selections and made recommendations when requested.
- Effectively communicating with kitchen staff regarding customer allergies, dietary needs, and other special requests.
- Regularly checking on guests to ensure satisfaction with each food course and beverages.

Deli Associate

ABC Corporation - August 2011 – March 2012

Responsibilities:

- Placed special orders and called other stores to find desired items.
- Guided customers in choosing items that reflected personal style and shape.
- Replenished floor stock and processed shipments to ensure product availability for customers.
- Skills highly responsible and reliable point of sale (pos) system operation works well under pressure exceptional interpersonal skills extensive hospitality background mathematical aptitude food safety understanding.
- Relied on by supervisor to cover last-minute call outs and work on-call shifts with little to no notice.
- Served an increasing number of customers each day by suggesting deli products, receiving order requests, cutting food items, and accurately processing orders in the system.
- Worked well with team members and coordinated with other departments to ensure that all production goals were met and customer expectations were achieved.

SKILLS

Food Production, Customer and Personal Service, Sales and Marketing, 10 Key Calculation, Education and Training.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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Education

GED in General Education - (Marchman Technical Education Center)Associates in Business - (Rasmussen College - New Port Richey, FL) - (Campus Dr. New Port Richey - New Port Richey, FL)

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