



# Andrew Waggoner

Hospitality Waiter

## Profile

*Efficient college student with 1+ years' experience as a weekend barista. Comfortable with fast-paced environments and accurate with bills (99% correct cash transactions). Received the "Barista of the Month" award in 2018. Excited to support the wait staff team at Hans and Lloyd. Hard-working Hospitality Waiter-to-be. Interested in the opening for the serving position at Hans and Lloyd. Previous experience includes bartending.*

## Employment History

### Hospitality Waiter at Golden Resorts Hotel, Knoxville

January 2020 — January 2021

*Responsible for assisting front-of-house in greeting, seating, and thanking patrons and communicating candidly with kitchen staff via computerized systems placing and following up on orders.*

- Guaranteed quality service of up to 65 guests per night without order mistakes.
- Providing weekly menu items training to other Hospitality Waiters and bartenders.
- Facilitated problematic situations, managing to resolve all issues.
- Organized the kitchen-service order flow and observed client satisfaction regularly.
- Consistently checking in with patrons, ensuring gratification of customers, and addressing complaints professionally.
- Answering questions regarding menu items and making recommendations if asked.
- Assisting in the prep of salads, starters, and cold dishes.

### Hospitality Waiter at Mino Mino, Maitland

January 2018 — December 2019

*Responsible for setting up, decorating, and preparing to serve and dining areas following certain directions/ layout plans customary to the catering manager's requirements.*

- Created a system for task management, assisting in quickening workflow by 23%.
- Decreased diners' waiting time by 19% due to a new table placement method.
- Replenishing clean glassware, linens, dishes, and silverware.
- Supplying service staff with food.
- Serving patrons with beverages and condiments.

## Details

1515 Pacific Ave  
Los Angeles, CA 90291  
United States  
3056478349  
[email@email.com](mailto:email@email.com)

Place of birth  
San Antonio

Driving license  
Full

## Links

[Resume.io](#)  
[Resume Viking](#)

## Skills

Food knowledge

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Time management

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Quality control

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Culinary arts

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Foodservices

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## Languages

English

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Spanish; Castilian

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## Hobbies

Painting, Skiing, Basketball

- Cleaning and polishing shelves, furniture, walls, and equipment.
- Stocking refrigerators with drinks as needed.

## Education

### **Bachelor of Culinary Science, University of Alaska , Anchorage**

January 2021 — Present

- Applicable Coursework: Food and Culture, Nutritional Biochemistry, Microbiology, Medical Nutrition Therapy, Food Service Management, Nutrition Care Process, Environmental Science, Nutritional Journalism, Nutrition and Exercise Physiology.

## Courses

### **ServSafe Alcohol Certification, National Restaurant Association Educational Foundation.**

January 2021 — January 2021

### **Certified Restaurant Hospitality Waiter, American Hotel and Lodging Association Educational Institute**

January 2020 — January 2021

## Accomplishments

- Devised a task management system that assisted in speeding up workflow by 27%.
- Decreased diners' waiting time by 18% due to a new table placement idea.
- Kept up 93.2% rating for customer satisfaction 20 months in a row.