

ANDREW WAGGONER

Hospitality Waiter

1515 Pacific Ave, Los Angeles, CA 90291, United States

3056478349

email@email.com

Place of birth *San Antonio* Driving license *Full*

LINKS

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

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, Golden Resorts Hotel** Jan 2020 — Jan 2021
Knoxville

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, Mino Mino** Jan 2018 — Dec 2019
Maitland

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

EDUCATION

❖ **University of Alaska** Jan 2021 — Present
Anchorage
Bachelor of Culinary Science

- 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.

SKILLS

Food knowledge	<i>Expert</i>	Culinary arts	<i>Expert</i>
Time management	<i>Expert</i>	Foodservices	<i>Expert</i>
Quality control	<i>Expert</i>		

COURSES

❖ **ServSafe Alcohol Certification** Jan 2021 — Jan 2021
National Restaurant Association Educational Foundation.

❖ **Certified Restaurant Hospitality Waiter** Jan 2020 — Jan 2021
American Hotel and Lodging Association Educational Institute

LANGUAGES

English *Native speaker* Spanish; Castilian *Native speaker*

HOBBIES

Painting, Skiing, Basketball

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.