

ANDREW WAGGONER

Hospitality Waiter

DETAILS

ADDRESS

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United States

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PLACE OF BIRTH

San Antonio

DRIVING LICENSE

Full

LINKS

[Resume.io](#)

[Resume Viking](#)

SKILLS

Food knowledge

Time management

Quality control

Culinary arts

Foodservices

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

Knoxville

Jan 2020 — Jan 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, Mino Mino

Maitland

Jan 2018 — Dec 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%.

LANGUAGES

English

Spanish; Castilian

HOBBIES

Painting, Skiing, Basketball

- 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.
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EDUCATION

Bachelor of Culinary Science, University of Alaska

Anchorage

Jan 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.
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COURSES

ServSafe Alcohol Certification, National Restaurant Association Educational Foundation.

Jan 2021 — Jan 2021

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

Jan 2020 — Jan 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.