



Andrew Waggoner

Hospitality Waiter

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

01 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.

02 EMPLOYMENT HISTORY

Jan 2020 — Jan 2021
Knoxville

Hospitality Waiter at Golden Resorts Hotel

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.

Jan 2018 — Dec 2019
Maitland

Hospitality Waiter at Mino Mino

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.

03 EDUCATION

Jan 2021 — Present
Anchorage

University of Alaska

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.

04 SKILLS

Food knowledge

● ● ● ● ● ●

Culinary arts

● ● ● ● ● ●

Time management

● ● ● ● ● ●

Foodservices

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Quality control

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05 COURSES

Jan 2021 — Jan 2021

ServSafe Alcohol Certification at National Restaurant Association Educational Foundation.

Jan 2020 — Jan 2021

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

06 LANGUAGES

English

● ● ● ● ● ●

Spanish; Castilian

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07 HOBBIES

Painting, Skiing, Basketball

08 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.