



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, 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, 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.
- 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.

Details

1515 Pacific Ave
Los Angeles, CA 90291
United States
3056478349
email@email.com

DRIVING LICENSE

Full

PLACE OF BIRTH

San Antonio

Links

[Resume.io](#)

[Resume Viking](#)

Skills

Food knowledge

Time management

Quality control

Culinary arts

Foodservices

Languages

English

Spanish; Castilian

Hobbies

Painting, Skiing, Basketball

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.