

Andrew Waggoner, Hospitality Waiter

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Place of birth	San Antonio	Driving license	Full
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LINKS	Resume.io , Resume Viking
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PROFILE	<i>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.</i>
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EMPLOYMENT HISTORY

Jan 2020 — Jan 2021	Hospitality Waiter, Golden Resorts Hotel	Knoxville
	<i>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.</i>	
	<ul style="list-style-type: none">• 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	Hospitality Waiter, Mino Mino	Maitland
	<i>Responsible for setting up, decorating, and preparing to serve and dining areas following certain directions/ layout plans customary to the catering manager's requirements.</i>	
	<ul style="list-style-type: none">• 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

Jan 2021 — Present	Bachelor of Culinary Science, University of Alaska	Anchorage
	<ul style="list-style-type: none">• 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	Expert	Culinary arts	Expert
	Time management	Expert	Foodservices	Expert
	Quality control	Expert		

COURSES

Jan 2021 — Jan 2021	ServSafe Alcohol Certification, National Restaurant Association Educational Foundation.
Jan 2020 — Jan 2021	Certified Restaurant Hospitality Waiter, American Hotel and Lodging Association Educational Institute

LANGUAGES	English	Native speaker	Native speaker
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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.