



# Andrew Waggoner

HOSPITALITY WAITER

✉ email@email.com

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

☎ 3056478349

## 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

## Details

1515 Pacific Ave

Los Angeles, CA 90291

United States

3056478349

[email@email.com](mailto: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

- 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.

## **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.