



ANDREW WAGGONER

Hospitality Waiter

DETAILS

Contacts

1515 Pacific Ave, Los Angeles, CA 90291, United

States

email@email.com

3056478349

Driving license

Full

Place of birth

San Antonio

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.

LINKS

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

SKILLS

Food knowledge

Time management

Quality control

Culinary arts

Foodservices

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

LANGUAGES

English

Spanish; Castilian

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.