

# Waitress

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## CURRICULUM VITAE

### PERSONAL STATEMENT

A guest orientated and service minded individual who is passionate about food and committed to providing the highest culinary standards to every customer she serves. Tracy has a track record of making sure that each patron receives a memorable and pleasant dining experience and always leaves the restaurant happy. She does this by giving every one of them a fantastic personal service that is catered to their individual needs. She has an intimate knowledge of food and drinks, and possesses an excellent command of spoken and written English which means that she has no problem handling any customer's special requests or unique dietary requirements. She is currently looking for a suitable waitressing position with a dynamic, forward thinking and ambitious company that is renowned for hiring exceptional people.

### AREAS OF EXPERTISE

- Answering questions about menus.
- Taking food and beverage orders.
- Serving food, cocktails and beverages.
- Resetting restaurant dining areas.
- Anticipating a guests needs.
- Setting up linens and glassware.
- Meeting, greeting and seating guests.
- Collecting payments from customers.

### CAREER HISTORY

Local Restaurant - Birmingham

WAITRESS Aug 2007 - Jan 2009

Responsible for providing a consistent level of service and also communicating with the kitchen, other team members and with guests to create a vibrant and pleasant environment for a remarkable experience. Also in charge of ensuring that orders for food and beverage are served promptly and in accordance with the restaurants policies.

#### Duties:

- Checking patrons' identification to ensure that they meet the minimum age requirements for consumption of alcoholic beverages.
- Bringing dishes to a guests table, serving food and afterwards clearing the cutlery and dishes away.
- Assisting senior managers in carrying out a quarterly, bi-yearly, yearly inventory of operating equipment.
- Presenting guests with the bill, collecting payments & ensuring that any queries/complaints are dealt with to the customer's satisfaction.
- Checking with customers to ensure that they are enjoying their meals and taking action to correct any problems.
- Ensuring the food service area is clean once all the guests have left & making sure the tables are ready and prepared for the next guests.

Hotel Chain - Birmingham

WAITRESS Aug 2007 - Jan 2009

### KEY SKILLS AND COMPETENCIES

#### Professional attributes

- Experience of working in 4 and 5 star establishments catering to an international clientele.
- Ability to recommend Food & Beverage combinations to patrons and up-sell alternatives.
- Flexible and able to adapt quickly to any new tasks that are set and having a strong willingness to learn.
- Always professional, assertive and charismatic and able to use sound judgement when dealing with challenging circumstances.
- Able to work effectively and efficiently even when unsupervised, under pressure and in a busy environment.

### ACADEMIC QUALIFICATIONS

Birmingham North University: Hospitality & Catering BA (Hons) - 2004 - 2007

Birmingham South College: A levels - Maths (B) English (A) Business Studies (B) - 2002 - 2004

### REFERENCES

Available on request



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