

Angelica Ferrer

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SUMMARY

- Energetic, highly motivated and experienced food serving professional with 3 years of casual, fine dining and special events catering experience. Extensive food and beverage knowledge with strengths in customer service.
- Ability to stay calm and focused in stressful situations, when under pressure, or in a fast paced environment.
- Upbeat and positive attitude with excellent customer service, well-developed communication and interpersonal skills and productive working relationships with co-workers and management.

WORK EXPERIENCE

Waitress

5/2011 – Present, International Cuisine, Pacific Grove, CA

- Ability to interact with customers from diverse range of cultures and backgrounds, escorting patrons to their tables and presenting them the menu.
- Informing the patron of the daily specials, how items on the menu are prepared, describing ingredients and the cooking methods.
- Making recommendations upon request and ensuring the patrons enjoy their dining experience.
- Preparing checks, itemizing and totaling the meal costs.
- Serve food/specialty dishes and beverages to patrons. Removing the dishes and glasses from the tables or counters
- Stock service areas with supplies, tableware and linens.
- Commended for excellence in interpersonal communications, teamwork, customer service skills, flexibility and reliability.

Banquet Server

8/2011 – Present, Aramark Corporation/Monterey Bay Aquarium, Monterey, CA

- Ability to interact with customers from a diverse range of cultures and backgrounds.
- Assist in setting up stations for banquets and fine dining events.
- Attentiveness in serving food/specialty dishes and beverages to 200+ guests for special events with 100% accuracy. Promptly remove dishes and glasses from the tables or counters.
- Stock service areas with supplies, tableware and linens.
- Commended for multitasking abilities and frequently assigned to a large section of the banquet.

Cashier/Sales Person

6/2009– 5/2011, Carousel Candies, Monterey, CA