

JULIAN CAUPPERNIUS HARRIOTT

(707) – 704 – 3753

50 Frey Place #1 ~ Vallejo, California 94590

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Qualifications

Near half a decade of hospitality service with experience focusing on pleasing a group of any size. I do what it takes to ensure efficient and professional service is provided to our guests.

- ServSafe Certified
- Cooperative and friendly: I'm able to assimilate and meet group objectives
- Versatile and Flexible: I enjoy working with many task at hand

Work Experience

Hospitality

- Took patrons' food orders both automated and manually
- Served food or beverages to patrons, and prepared or served specialty dishes at tables as required
- Checked with customers to ensure that they are enjoying their meals and took action to correct any problems
- Prepared checks that itemized and totaled meal costs and sales taxes and collected payments from customers
- Cleaned tables or counters

Customer Service

- Conferred with customers by telephone and in person to provide information about products and services, to take or enter orders, or obtain details of complaints
- Resolved customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills
- Kept records of customers' interactions and transactions, recording complaints, and comments, as well as actions taken
- Checked to ensure that appropriate changes were made to resolve customers' problems

Clerical

- Greeted persons entering establishment, determined purpose of visit, and escorted them to specific destinations
- Operated telephone switchboard to answer and/or forward calls, taking messages or scheduling appointments, and providing information about establishment such as location of business or services provided
- Heard and resolved complaints from customers

Employment History

Server	Applebee's	(Fairfield, CA 94533)	03/2011 – Current
Banquet Server	Hiddenbrooke	(Vallejo, CA 94590)	05/2012 – 09/2012
Togo/Server	Applebee's	(Vallejo, CA 94591)	01/2008 – 01/2010
Teachers Aide/ Computer Technician	Vallejo High	(Vallejo, CA 94590)	08/2004 – 05/2007

Education

A.A.	Napa Valley College	Sociology	Napa, CA
A.A.	Napa Valley College	Psychology	Napa, CA
A.A.	Napa Valley College	Natural Science and Mathematics	Napa, CA
G.E.D.	Vallejo High School		Vallejo, CA