

Tony Pierorazio
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HIGHLIGHTS OF QUALIFICATIONS

Exceptional organizational and planning skills, a team player, quick and self-motivated with an exceptionally good attitude
Able to motivate and to perform to my maximum potential
Exceptionally good record of attendance and punctuality
Skilled at multi-tasking and performing under pressure
California Food Handlers Certified

EXPERIENCE

Server Busser

Shilos Modern Steakhouse Los Angeles CA 2013
Contact: Chef Luigi Lemorocco (520) 979-6294
Key Accomplishments
Complete Knowledge of all menu items and Wine/beverages
Attentive to guests needs, restaurant needs and server needs
Expedite food to tables in a professional manner, refill guests beverages as needed
Set and reset tables quickly and efficiently

Server

Olive Garden Clay, NY (2012-2013)
Contact Kim Hummold (General Manager) 315-652-1959
Key Accomplishments
Complete menu knowledge for every menu item, as well as the computer systems.
Being friendly & professional and attending to the guest needs, as well as wants.
Upsell drinks, appetizers, entrees, and desserts.
Distributing check and receiving bill payments via cash or credit.
Providing exceptional hospitality and service to each guest.

Restaurant Supervisor

Stillwater Restaurant@Embassy Suites Hotel Syracuse, NY (2008-2012 Contact Kathy Merola (Food & Beverage Director) 315-446-3200
Key Accomplishments
Successfully managed a hotel restaurant through quality food, exceptional service and family values.
Improved productivity and morale by initiating systems for accountability and by instituting effective Training, policies & procedures.
Trained team members to enhance customer service and increase profits through suggestive selling.
Management/Administration
Developed marketing campaigns to increase visibility of the restaurant through hotel involvement.
Investigated and resolved food/beverage quality and service complaints, ensuring customer satisfaction and repeat business. Trained, supervised, scheduled and motivated a staff of up to 15 employees

Server

Stillwater Restaurant@Embassy Suites Hotel Syracuse, NY (2005-2008)

Contact

Kathy Merola (Food & Beverage Director) 315-446-3200

Key Accomplishments

Worked in a team-oriented atmosphere dedicated to providing exceptional hospitality and service to each guest. Guided guests through menus while demonstrating thorough knowledge of food, beverages, and ingredients.

Remained prompt and professional in taking food and beverage orders.

Coordinated with the kitchen staff to ensure timely service.

Operated with assurance the restaurant's Micros system in order to give and receive payments

Caterer

Eurest Dining@ Sensis Corp. Syracuse (2005-2006) Contact District Mgr. Bob Grencer 607-237-7142

Key Accomplishments

Successfully managed catering department through quality food and exceptional customer service.

Started a second location which offered Sensis employees without access to main dining center food and beverages.

Maintained expenses below budget through accurate planning, waste reduction, purchasing and cost-effective operating procedures

Kitchen Prep/Utility

Eurest Dining@ Syracuse Behavioral Syracuse (2004-2005) Contact District Mgr. Bob Grencer 607-237-7142

Key Accomplishments

Responsible for the preparation of all salads and desserts for clients.

Responsible for all cleaning duties for dining hall Center.

Was promoted to caterer at new account.

References

Roe Zygas

Executive Chef (315) 463-1639

Luigi Lemorocco

Executive Chef (520) 979-6294

Geoffrey Ghanem

(owner Shilos Modern Steakhouse (310-858-1652

Fabrice Ghanem

(Owner Shilos Modern Steakhouse) (310)858-1652

Wayne Plestis

Food Service Dir. (607) 222-6533

Toni McEniry

Coordinator (315) 243-849