

**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