Harleen Mangat

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Objective

Seeking a Server position in a fine dining restaurant in which I can utilize my extensive server, customer service, leadership and organizational skills to benefit the establishment.

Personal Statement

I have been in the Restaurant Industry for over 9 years because I have a passion for People and Food. I am a team player who is up-beat, enthusiastic, Hard Working, Reliable, and "one of the Friendliest person you will ever meet" according to my co-workers/friends. I tend to go above and beyond to ensure a patron is having a quality experience. I believe working together is important in any restaurant business. A team that works well together will succeed together. I adapt quickly to new environments and appreciate the knowledge acquired when facing new challenges. I am willing to understand the workflow of the company and willing to offer 100% commitment to the establishment.

Qualifications

Experienced server for over 9 years, knowledgeable about food and wine/drink combinations
Very detail oriented when it comes to specifications
Excellent customer server skills and hospitality mannerisms
Work well with others, utilizing each other during high volume
Able to handle a heavy workload
Fluently knowledgeable in POS system and MICRO systems

Education

Graduated from San Francisco State University with three degrees. Primary major in Psychology Secondary in Child and Adolescent Development with a minor in Human Sexuality Studies.

Also have a background in communication and
Have taken 6 units in hospitality.
Serve Safe Certified

Relevant Experience

[Feb 2012 – Current]
    Olive Garden Italian Restaurant
- Trained to be 100% hospitality oriented
- Provide wine samples
- Extensive knowledge of food and wine pairings
- Bartender
- Opening/Closing restaurant
- Managing side stations
- Working with service partners

[Jan 2011- Feb 2012]
Hard Rock Café on Pier 39 as a server.

- I always welcome my Guest in a warm, friendly manner to provide a positive first impression of service
- Suggesting menu and beverage items, upselling
- Trained to have complete knowledge of food including menu languages and culinary preperations.
- Have complete understanding of wine both locally and internationally
- Expending/ Running food to tables
- Pre-bussing
- Hosting and bussing when restaurant is busy or under staged.
- Make sure each Guest gets a genuine fine dining experience while also providing a fast, efficient service.

[2009-2011]
Raja Indian and Catering as a Server and Event Coordinator. (Reason for leaving: conflict in scheduling)

- Setting up décor and catering equipments for weddings, proms, company parties, family events, etc.
- Serve guest and customers in a timely, friendly, enthusiastic and professional manner.

- Expediting/Running food to tables.
- Bussing tables.
- Organizing Events

[2004-2009]

LimeLite in Newark, CA for 6 years where I started off as a host and graduated to FOH manager. Responsibilities included serving, managing of co workers, opening and closing restaurant, book keeping, shipping & receiving, POS, bartending. (Reason for leaving: moved to San Francisco)
FOH Manager:

- Supervise and train new employees, making sure everyone does there part well and right to fully satisfy customers with there business with the establishment
- Balancing labor and employees overtime
- Store inventories and ordering store produce
- Calculating restaurants daily and weekly sales.
- Opening and Closing restaurant

Other Experience
Volunteered for Khalsa School of Fremont for 5 years as a teacher and event coordinator
Fluently knowledgeable of POS system and MICRO systems
Trained in high pace atmosphere
Serve Safe and Bartender certified
Volunteered for Boys and Girls Club as an event coordinator, organizing outings and dances
ASB member and Leadership member at Milpitas High School
Dean's list at San Francisco State University
References Available Upon Request