

Alejandra Herrera

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Summary

Efficient server with strong interpersonal and coaching skills. Prior work in busy hotels and fine-dining restaurants. Talented in creating a warm, friendly welcoming atmosphere for both patrons and co-workers. Restaurant professional with 6 years in FOH, Customer service and food handling experienced. Skilled at memorizing menu items and orders.

Highlights

- Highly responsible and reliable
- Works well under pressure
- Upbeat, outgoing and positive
- Mathematical aptitude
- High-volume dining
- California Food Handlers card
- Food safety understanding
- Exceptional interpersonal skills

Accomplishments

Awarded "Outstanding Employee" in 2003.
Certified Trainer for Servers and Host in 2007

Experience

server

April 2010 to Current

Vive Sol Restaurant – Mountain View, CA

Delivered exceptional service by greeting and serving customers in a timely, friendly manner. Maintained knowledge of current menu items, garnishes, ingredients and preparation methods. Answered questions about menu selections and made recommendations when requested. Appropriately suggested additional items to customers to increase restaurant sales.

Server/Hostess

April 2007 to July 2008

Olive Garden in Palo Alto – Palo Alto, Ca

Greeted guests and communicated about wait time, guided guests through the dining rooms and provided needed assistance. Facilitated prompt and accurate seating and service of all guests. Routinely checked menus to verify they were current, clean and wrinkle-free. Delivered exceptional, friendly and fast service. Consistently adhered to quality expectations and standards. Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests. Regularly checked on guests to ensure satisfaction with the experience at the restaurant.

Server at the restaurant/ banquets/room service.

September 2002 to July 2005

Radisson inn Sunnyvale – Sunnyvale, California

Delivered exceptional service by greeting and serving customers in a timely, friendly manner. Answered questions about menu selections and made recommendations when requested. Maintained knowledge of current menu items, garnishes, ingredients and preparation methods. Demonstrated awareness of liability issues and the law by confirming legal drinking age and discontinuing service to intoxicated guest. Regularly checked on guests to ensure satisfaction with each food course and beverages, anticipated and addressed guests' service needs and happily fulfilled requests. Maintained a professional tone of voice and words at all times, including during peak rush hours. Transported all dirty tableware from dining room to dishwashing area for proper cleaning. Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas and service refrigerators.