

IGNACIO PULIDO

Applicant Name | (707) 921-6594 | 732 N. Cuyamaca St, El Cajon, California 92020

Qualifications

- Bilingual, fluent in both Spanish and English
- Trained in Napa Valley and is knowledgeable of California wines
- Expert in customer service with over ten years' experience
- Exceptional organization and time management skills
- Team Player who interacts proficiently with managers, colleagues, and customers
- Quick learner who adapts easily to change
- Goal-oriented with strong ability to handle multiple tasks at once while maintaining attention to detail
- Technical qualifications: Aloha, Micros Food, Microsoft Excel

Work Experience

Rosso

Server/Bartender

Three Squares Cafe

Server

CC Blue Sushi Bar

Server/Bartender

Petaluma, California

January 2013- February 2014
Santa Rosa, California
May 2011- December 2012
St. Helena, California
August 2006- October 2008

- Increased sales of wine by providing information and suggesting food-wine combinations
- Met and exceeded expectations by checking up with guests and quickly correcting any issues
- Developed repeat business by establishing close relationships with customers
- Handled particularly irate patrons by diffusing the situation using tact and ensuring recurring business
- Pre-set dining room and assisted in kitchen with light prep work
- Promptly greeted guests to ensured superb dining experience, served welcome drinks, and took orders
- Assisted customers in ordering decisions by providing information on menu items
- Relayed orders to the kitchen and ensured accuracy and speed of order
- Delivered orders to customers after ensuring the quality and quantity of food
- Ensured accurate billings for customers and collected payment
- Cleaned tables and clear dishes
- Completed food safety training and followed restaurant safety guidelines
- Knowledge of laws and procedures related to alcohol consumption
- Monitored inventory of bar supplies and purchase requisitions
- Evaluated age verification process for all customers to avoid underage drinking
- Administered efficient stock for all supplies in bar
- Monitored quality of all perishable items used for garnishing in bar
- Maintained accountability of all beverages served in restaurant

Beso Bistro & Wine Bar

Lead Server

Petaluma, California
December 2012- May 2013

- Accomplished restaurant human resource objectives by recruiting, training, scheduling, and disciplining employees; communicated job expectations; evaluated performance and contributions
- Helped launch new restaurant by integrating POS system, including table mapping and food screens
- Supervised staff of 4-9 employees
- Achieved restaurant operational objectives by contributing information and recommendations to strategic plans; prepared and implemented action plans; implemented production, productivity, quality, and customer-service standards; identifying trends; planned menus by consulting with chefs; estimated food costs and profits; adjusted menus
- Avoided legal challenges by conforming to the regulations of the alcoholic beverage commission
- Maximized bar profitability by ensuring portion control; monitoring accuracy of charges
- Maintained safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures; complied with legal regulations; secured revenues
- Maintained ambiance by controlling lighting, background music, linen service, glassware, dinnerware, and utensil quality and placement; monitored food presentation and service
- Updated job knowledge by participating in educational opportunities; read professional publications; maintained personal networks

Oliver's Market

Meat Counter Clerk

Santa Rosa, California
November 2008- May 2011

- Specialized in the fish department and preparing gourmet foods; ordered, received and stored seafood shipments
- Prevented sale of spoiled and outdated product by following laws and company policy on weighing, labeling, code dating, processing re-worked or reduced-to-clear items, etc.
- Ensured proper merchandising of product, signing, inventory level in retail cases, and eye-appeal of the department
- Maintained an atmosphere of enthusiastic customer awareness with an emphasis on fast, friendly, courteous customer service
- Ensured cleanliness and sanitation of work area, equipment, cutting room and retail cases according to company policy and legal regulations
- Obtained knowledge of beef, lamb, chicken and pork cuts and preparation methods for cooking
- Weighed, trayed, ground, wrapped, and priced poultry, meat and fish products