

BRANDON K. LAAM

Orange County / Inland Empire, Ca.

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PROFILE

Being able to work in various types of environments has allowed me to develop strong communication and organizational skills that are essential in being a primary employee. I've developed strong social skills from experience and dedicated service. My general specialties include, but are not limited to: Serving tables, bussing tables, hosting, online/social marketing, and networking.

QUALIFICATIONS

- Strong written and verbal communication and customer-service skills.
- Strong interpersonal skills with the ability to act as a resource for customers, provide service in a courteous manner, and work effectively with diverse groups of people.
- Good organizational, time management and problem solving skills, as well as, the ability to work accurately with frequent interruptions.
- Ability to exercise flexibility, initiative, good judgment and discretion.
- Ability to adapt to changes in a work environment while maintaining productivity.

SKILLS

- Ability to work with customers of all socioeconomic backgrounds.
- More than five years experience working in the restaurant industry.
- Ability to elicit confidence and build rapport within a workplace. Customer oriented with a high focus on delivering quality service.
- Highly reliable self starter; can be counted on to complete assignments.
- In-depth understanding of serving food and attending to the customers' needs.
- Maintain proper condition and sanitation of dining areas
- Comprehensive knowledge of controlling guest checks and securing proper payment
- Excellent leadership skills and training

EDUCATION

- St. Mary' High School – Stockton, Ca.
 - Recognitions :
 - All-Area Defensive Player (Soccer)
 - Vice President of the Chess Club
- Cuesta College – San Luis Obispo, Ca.
- Art Institute of San Francisco – San Francisco, Ca
 - Major:
 - Web Design and Interactive Media

VOLUNTEER WORK

- **SPCA** – San Francisco, Ca. – Provided shelter for rescued animals.
- **Make a Wish Foundation – Inland Empire** – Assisted in various M.A.W. events.
- **Special Olympics** – Coached various sports in the SJAA Special Olympics.

EXPERIENCE

Cafe De La Presse

Server

San Francisco, Ca.

- Experienced in taking detailed orders, as well as, up-selling all featured dishes.
- Easily managed 5-12 tables at once.
- Provided guests with every element essential for a great dining experience.
- Escorted guests to their seats, provided menus, and suggested all featured dishes.
- Relay orders to the kitchen and ensure that all orders were delivered on time.

Red Restaurant (No Longer in Business)

Server/Host

Manhattan, NY.

- Ensured the accuracy and quantity of every order.
- Delivered food items to tables in a professional and timely manner.
- Maintained appropriate stock levels.
- Cleared tables and cleaned table tops.
- Suggested daily specials.
- Attempted to up-sell food and beverage items.
- Ensured fresh dishes were set on all tables for next diners.

Mosser Hotel

Front Desk Clerk

San Francisco, Ca.

- Welcomed guests as they arrived.
- Provided detailed information of the hotel and restaurant.
- Provided concierge services by recommending for city events and venues.
- Professionally maintained the general duties of the front desk at the Mosser Hotel in the heart of downtown San Francisco, Ca.
- Fielded inbound and outbound phone calls from various travel agencies, airlines, and other reservation services.
- Checked guests in and out regularly while maintaining an organized front desk for night audit ease ability.

Main Event Limousine

Luxury Car Driver

Bay Area, Ca.

- Worked with various clients requiring varying levels of driving proficiency and training.
- Executed prompt pickups and drop-offs from all Bay-Area airports.
- Maintained a patient attitude as deadlines and busy traffic would sometimes interfere.
- Kept all vehicles I used to transport clients in thoroughly cleaned, sanitized and stocked with desired beverages and snacks.

OTHER PREVIOUS EMPLOYERS

BLUSH – San Francisco, Ca. – Desert Prep.

VONS Supermarket – San Luis Obispo, Ca. – Cashier

The Velvet Creamery – Stockton, Ca. – Desert Prep. / Server

REFERENCES AVAILABLE UPON REQUEST