

JOSE MORALES

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FOOD SERVER

Customer Service Professional • Food & Beverage Knowledge • Food Handler Certified

Experienced professional with over 10 years providing excellent service to customers and clients. Possesses confidence and patience to effectively communicate with thousands of customers from all cultures and economic levels. Superior multi-tasking skills, ability to maintain a professional demeanor, and resolve issues. Self-motivated, exercises sensible judgment; highly organized and detailed oriented with a proven ability to meet sales goals and ensure customer satisfaction.

CORE COMPETENCIES

- Multitasking – Able to serve more than one customer at a time and handle multiple tasks.
- Menu Knowledge
- Ability to lift heavy trays filled with glassware/food.
- Good judgment, problem solving and interpersonal skills.
- Ability to work for long hours

PROFESSIONAL EXPERIENCE

Florentine Restaurant— Saratoga, CA 1987-Present

Food Server

- Provided the customers with a pleasant dining experience and quality service.
- Conducted final check of food items prior to serving customers to ensure quality maintenance.
- Ensured the cleanliness of dining area and food items before serving.
- Held responsibility of handling/serving all food items as per the policies of the state (as some items may be banned in particular states).
- Worked in coordination with other departments to ensure that customers get quality service and satisfaction.
- Assisted others in carrying out their part of preparing/serving meals.
- Maintained serving standards and followed all regulations while performing duties.

La Galleria Restaurant — San Jose, CA 1988-2002

Food Server

- Great guests and make them feel comfortable.
- Learn menu items and be able to describe them appropriately to guests.
- Take beverage and food orders.
- Deliver beverages and food in a timely manner.
- Check-in with guests to ensure that everything is going well.
- Clear dirty dishes from table.
- Refill beverages throughout the meal.
- Deliver guest's bill and thank them for dining at the restaurant.
- Work with other servers and be a team player.

EDUCATION

Benito Juarez — Guadalajara, Jalisco Mexico