



October 24, 2014

To Whom It May Concern:

My name is Pedro Barea owner of Tapaoole restaurant, where Guillermo Huizar works. I opened my restaurant on January 25, 2014 and Guillermo has been with me as a waiter since the first day. He has been an exceptional human being. He's always on time and does not call in sick. Whenever I need extra help he's there to support. Without hesitating Guillermo is the first one to offer his services. Guillermo won my trust quickly. I was impressed by his persona and tranquil spirit. He learned how to run the restaurant extremely fast. He is eager and willing to learn. In addition, he is a team player and is constantly helping others. For these reasons, I decide to promote him as a manager within three months.

Guillermo has won respect from the clients. He's friendly, respectful, and is always making sure clients go home happy. Clients have brought to my attention that Guillermo gives them excellent service. He's team members admire him and see him as a leader. They turn to him for guidance on customer service techniques and Guillermo is always eager to teach them. When there is an issue to be resolved at work Guillermo has the skills, ethics, and patience to get problems solved.

It is with great pleasure that I write this letter in behalf of Guillermo Huizar. If you need any additional information please do not hesitate to contact me.

Sincerely,

Pedro Barea

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GUILLERMO HUIZAR

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## SUMMARY

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Motivated customer service representative with over 3 years retail experience in a past-paced environment.

Personable and responsible Cashier with 5+ years of experience working in fast-paced environments. Solid team player with great positive attitude. Friendly sales associate with over 3 years experience working in diverse retail and customer service environments.

Energetic and reliable retail sales associate with 3+ years experience in a high-end merchandise environment.

Enthusiastic customer service/telesales representative with over 4 years experience in sales, account management and training.

## HIGHLIGHTS

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Creative problem solver	Listening skills
Excellent communication skills	Fast learner
Strong client relations	Energetic work attitude
Training development	Cash management
Restaurant experience	Inventory control
Shipping and receiving Food Handler certificate	Flexible with scheduling
Cash flow management	Customer service
Restaurant experience	Extensive food/beverage knowledge
Developing menus	Ability to handle fast-paced environment
Experience with scale/printer	Experience with handling cash
Driving experience / deliver job before	Schedule flexibility

## EXPERIENCE

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Customer Relations: Earned highest marks for customer satisfaction.

Customer Service Consistently received positive feedback from guests.

Handled guest complaints, maintaining a positive dining experience for all rest

Financial

Compiled inventory lists and worked with vendors for product pricing and special orders.

Handled high volume sales with cash, credit and gift card transactions, balancing cash draw at end of shift with 100% accuracy rate. Monetary Transactions

Handled cash, check, credit and automatic debit card transactions with 100% accuracy.

Inside Sales

Work in Spanish restaurant for a year , as a waiters , be around costumer and client.

Work for millenius company as a d driver and deliver for 6 months

Served as communication link between engineering consultants, MIS management and staff.

Cashier

Achieved highest number of new credit accounts opened within 1-month period.

Conflict Resolution

Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and ensure customer satisfaction.

Customer Assistance Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

## EDUCATION

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Willow Glen high school (Graduate) High school Diploma 2003-2006

DE ANZA COLLEGE (GED) GETIING A CERTIFACTE OF ADMISTRATION

I AM COINTINUE GOING TO SCHOOL

## Reference

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