

WILLIAM THAI TRAN

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Summary of Qualifications

- Over 17 years of customer service and food service experience (fast food, deli, and fine dining)
- Comfortable and experienced in fast paced, high volume restaurants
- *****Serv Safe certified; valid food handler's card on file
- Knowledge and practice of safe food handling and sanitation procedures in kitchen facilities
- Recognized as a competitive salesman; exceeded quotas for "push" menu items

Experience

Customer Service

- Several years of host experience at mid-tier restaurants; took phone reservations and sat customers
- De-escalated agitated and/or upset customers to ensure customer satisfaction
- Promptly discussed client concerns with managers to fairly compensate dishes where appropriate
- Familiar and experienced with various point of sales (POS) systems
- Greeted and welcomed guests in different environments – from restaurants to nonprofit settings

Food Preparation/Dishwashing

- Cut, sliced, weighed, and proportioned vegetables at Arigato's Japanese Steakhouse
- Prepared salad dressings, salads, and breads; served soups, cakes, desserts at tableside
- Washed dishes (hosed down pots, pans, utensils, dishes) and utilized industrial dishwashers
- Cleaned and sanitized kitchen counters and floors/floor mats nightly
- Can comfortably lift, push, pull, and maneuver up to 50lbs safely

Server/Busser

- Efficiently and effectively served medium sized sections (6 tables of 4)
- Properly set tables/utensils according to each restaurant's culture and procedures
- Poured and served beers, with some experience changing and swapping out kegs
- Quickly bussed and cleaned tables for high table turnover
- Acted as a porter to ensure well stocked, sanitary and cleanly bathrooms, floors, and carpets

Experience

Front Desk Volunteer	HealthRIGHT 360	San Francisco, CA	2015 - Present
General Labor	Stages Unlimited	San Francisco, CA	2014 - 2014
Server/Host	El Puerto Argentinian Grill	Ybor City, FL	2011 - 2013
Server/Dishwasher	Carmine's Italian Restaurant	Ybor City, FL	2009 - 2011
Server	Shell's Seafood Restaurant	Tampa, FL	2005 - 2008
Prep Cook/Dishwasher	Arigato's Japanese Steakhouse	Tampa, FL	2002 - 2006

Education

GED In Progress	Five Keys Charter School	San Francisco, CA	2015 - Present
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