

AYCHE' ARMAND

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PROFESSIONAL SUMMARY

Hardworking Server who thrives under pressure and goes above and beyond to create unforgettable guest experiences. 5 years experience serving up to 5000 dinner guests at an upscale hotels

SKILLS

- Organized and efficient server
- Quick problem solver
- Thrives in fast-paced environment
- Committed team player
- Courteous, professional demeanor
- Flexible schedule capability
- Liquor and smoking laws familiarity
- Up-selling capability
- Cash handling expert
- Guest relations professional
- Top-tier, full-service dining background
- High energy

WORK HISTORY

Banquet Server and Bartender, 09/2011 to 11/2012

Hyatt Regency – New Orleans

- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Consistently provided professional, friendly and engaging service.
- Displayed enthusiasm and knowledge about the hotel's banquet menu and products.
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- Addressed diner complaints with kitchen staff and served replacement menu items promptly.
- Developed and maintained positive working relationships with others to reach business goals.
- Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.

Banquet Server and Bartender, 11/2012 to 08/2014

Waldorf Astoria Roosevelt Hotel – New Orleans, LA

- Provided friendly and attentive service.
- Precisely described menu items and special offerings and appropriately identified wine pairings.
- Relayed orders to bar and kitchen by quickly and accurately recording guest selections
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- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
- Bussed, cleared, cleaned and set tables in a quiet and efficient manner.
- Restocked the salad bar and buffet, refilled condiments, organized pantry area
- Received frequent customer compliments for going above and beyond normal duties.

Lead Banquet Server and Bartender, 02/2014 to Current

Starwood Hotels and Resorts Le Meridian – New Orleans, LA

- Proactively prepared for large parties and reservations, anticipating planning and staffing needs.
- Assisted with the action stations, banquet setup and service, patio area service, dishwashing and packaging food for take-out.
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- Resolved guest complaints quickly and efficiently.
- Delivered quality service by providing a warm and welcoming environment.
- Assisted co-workers whenever possible.
- Effectively listened to, understood and clarified guest concerns and issues.
- Monitored guest for intoxication and immediately reported concerns to management.