



Thomas Yamaguchi

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Qualifications

- 3 years of Restaurant(serving) experience
- 4 years of Customer Service experience
- 18 months of managing experience
- Managed over 22 employees.
- Fast, efficient, and results driven worker.
- Determined and willful work ethic, with ability to up-sell customers.
- Excellent interpersonal skills.
- Strong communication skills; (writes clearly, speaks effectively, listens attentively.)
- Great at problem solving and diffusing difficult situations.
- Team player who works well in group driven environments.
- Meticulous Organizational Skills; (calculating numbers, compiling data or facts, record keeping, and updating information or records.)
- Well-versed in all aspects of customer conversion and accounting.
- Over 15 years experience using Word, Excel, Powerpoint, Microsoft Office, and many Mac based products as well.
- Types 60 WPM.

Experience

Kaizen Sushi: Server, Campbell, CA-2014-2015

- Greet Guests, and seat them at table
- Take orders, run food, buss tables, and refill waters
- Up-sell specials of the day
- Wipe all tables and place table settings
- Ensure quality service
- Cash out servers for tips
- Restock items(drinks, to-go containers)

(Adecco) Cafe Mac: Cashier/Barista/Ass. Manager ; Cupertino, CA-2011-2014

- Ensure guest are greeted and accommodated in any way that's deemed appropriate.
- keep eye on all stocked items, and make sure they're restocked between shifts.
- manage the breaks of all FOH employees.
- Walk around cafe during busy hours and keep eye on spills, or anything out of place to radio in appropriate team.
- Make sure all iPads, printers, Credit Card machines are all charged and working properly.
- Count money at end of the night.
- lock up all cabinets, freezers, doors, etc.
- Send home some employees as accordingly.
- Do a final walkthrough of the whole cafe to make sure everything is in place for the morning.
- Promoted to Assistant manager after 6 months

RED CRANE; SERVER, SAN JOSE, BOLLINGER RD, CA- 2010-12

- Wipe down every table
- place napkins and chopsticks on every table.
- Greet all guest and seat them.
- Answer any questions on menu items
- Take orders, run food to table
- Run all checks to tables and cash them out.

CASHIER/CUSTOMER SERVICE, WHOLE FOODS MARKET, CUPERTINO, CA

2008-2010

- Ring out all customers.
- Do refunds.
- Guide customers to certain items if they need help.
- Answer the phone for various questions.
- Gather shopping carts.

- Diffuse any difficult situations with guests.
- Restock paper bags at throughout shift.
- Wipe down register.
- Do final walkthrough around store to make sure everything is in place, and all guest have left the store.

Education

Graduated Lynbrook High School-2002-2006

Currently attending Mission College transferring to San Jose St.

Skills

- **Supervisory Skills**

- Able to lead others in high-demand situations
- Delegating tasks or responsibilities.
- Demonstrating leadership.
- Desire to achieve, excel and evolve.

- **Problem Solving Skills**

- Combines patience, determination, and persistence to troubleshoot client issues.
- Dynamic, results oriented problem solver.
- Handling of complaints from parents, clients, customers, or citizens.

- **Office Organizational Skills**

- Calculating numbers.
- Compiling data or facts.
- Record keeping.
- Updating information or records.

References:

1. Sueng Kim: Owner/Manager Kaizen Sushi, Campbell, CA; (408)313-1541

2. Andrew Higashi: Sr. Account Executive at Gigya, Mt. View, CA; (408)439-7989
2. Reiko Yagi; Travel Agent at Rainbow Travels, San Jose, CA; (408)393-0371
4. Sanjiv Baxi: Manager, Strategic Alliances at Hearsay Social, San Francisco, CA; (408)421-4788

