

Jonathan R. Whyte

291 10th Street, San Francisco, CA 94103

Phone: (415) 235-6333 • Email: jonr.whyte@gmail.com

OBJECTIVE: A position as a Table or Banquet Server

SUMMARY OF QUALIFICATIONS:

- 12 years of exemplary customer service experience.
- Exceptional customer service and communications skills (both oral and written)
- Good computer skills

STRENGTHS & EXPERIENCE:

Customer Service Strengths:

- Maintaining a professional environment and demeanor at all times.
- Promptly and professionally greeting guests.
- Establishing immediate rapport to make guests feel immediately at home.
- Assisting guests in the selection of food and beverage items.
- Anticipating customers' needs without waiting for guests to ask.
- Maintaining clean and safe eating and serving areas.
- Training kitchen staff and maintaining training protocols for new personnel.

Sales Experience:

- Built guests awareness of various offerings and upsold products accordingly.
- Advised customers by providing information on various products.
- Helped customers make selections by building customer confidence and offering suggestions and opinions.
- Facilitated communication between kitchen staff and other departments to assure guests had a pleasant dining experience.
- Handled cash and credit card processing via POS system.

Operations:

- Set up and replenished food and beverage items at establishment's buffet.
- Assured that food items were temperature appropriate for serving.
- Prepared hot and cold beverages according to established procedures.
- Properly stored and organized all food stuffs within kitchen, freezers, and walk-ins.

Safety & Sanitation:

- Complied with all health and safety regulations and food safety department practices.
- Maintained and enforced standards of proper sanitation on an individual and staff-wide basis under ServSafe guidelines.

EMPLOYMENT HISTORY

St. Anthony Foundation Booksmith Inc.	Cafeteria Manager / Prep Cook Retail Management	2015 – present
		2004 – 2014

EDUCATION:

Redwood High School, Larkspur, CA

Certifications: ServSafe Food Handler's Certificate

Related Coursework: California Academy of Bartending and Mixology: Basic Training Course