

Zulma Galvan
310-872-6992
zudesigninfo@gmail.com

SUMMARY

Experienced Server/Bartender bringing enthusiasm, dedication, excellent customer service, and an exceptional work ethic. Bilingual: English and Spanish. AA Degree in Accounting
- California food handler's card
- eTIPS On Premise 2.0 card

EXPERIENCE

Gaines Catering (2015- present)

Food Server

Setting up tables, serving wine, mixing drinks, serving food, and deserts for private events at the Athenaeum Club, Sheraton Hotel, Double Tree Hotel and the Anaheim Convention Center.

The Roadhouse (2012- 2015) in Torrance, CA.

Food Server/ Bartender

- Setting up Bar and Restaurant area for breakfast, lunch, and dinner
- Delivering exceptional, friendly, and fast service
- Answering questions about menu selections when requested
- Accurately recording orders and passing it to the kitchen
- Mixing simple and complex drinks
- Skillfully anticipating and addressing guests service needs
- Maintaining inventory of bar and food items
- Managing closing duties, including restocking items and reconciliation of the cash drawer

The Cozy Inn (2012 – 2015) Culver City, CA.

Bartender

- Providing fast, friendly, and professional service to guest
- Presenting bill to customers and accepting payments
- Skillfully anticipating and addressing guest service needs
- Constantly keeping bar and work areas clean and sanitary in compliance with bar standards
- Maintaining stock levels to prevent shortage of critical items
- Accurately balancing the cash register at all times

Café Katsu French Cuisine (2008 – 2012) West Los Angeles, CA.

Food Server

- Assisted guests with making menu choices in an informative and helpful fashion
- Appropriately suggested additional items to customers to increase restaurant sales
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests
- Regularly checked on guest to ensure satisfaction with each food course and beverages
- Routinely cleaned table linens, table settings, glassware, windowsills, carpet, counters, floors, storage areas, and service refrigerator

REFERENCES:

Bailey Arney (310) 469-2631 - Rebeca Gaines (562) 645-2721

