

**Christopher J. Bilton**  
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**PROFESSIONAL SUMMARY**

Food service professional dedicated to effective team management and customer satisfaction. Skilled in serving and establishing rapport with clients. Self-motivated with exceptional communication and computer capabilities. Talented Food preparation professional with 5+ years food service experience in all types of restaurant facilities.

**PROFESSIONAL EXPERIENCE**

**Special Events Staffing**

Nov. 2015 to Present

**Server**

Provided food and beverage selection recommendations to guests as required, cleaned catering and workstation equipment as needed, carried heavy food trays from kitchen, set silverware, draped tablecloths and folded napkins, Cleared and cleaned tables between meal times, assisted in keeping dining area organized and clean, set up chairs and tables in banquet dining area, answered all customer queries regarding food ingredients, preparation procedures, and garnishes.

**333 Pacific**

Nov. 2011 to Jun. 2012

**Prep Cook**

Consistently provided professional, friendly and engaging service. Skillfully promoted items on beverage lists and restaurant specials. Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards. Demonstrated genuine hospitality while greeting and establishing rapport with guests. Prepared food items consistently and in compliance with recipes, portioning, cooking and waste control guidelines. Verified proper portion sizes and consistently attained high food quality standards. Maintained a skilled kitchen staff by properly coaching, counseling and disciplining employees. Maintained smooth and timely operations in preparation and delivery of meals and kitchen sanitation.

**Chuck E. Cheese**

Nov. 2011 to Aug. 2014

**Cook**

Comprehensive knowledge of food and catering trends Verified freshness of products upon delivery. Met production requirements for all aspects of banquet and outlet desserts and breakfast pastries. Assisted customers in placing special orders for large-scale events such as weddings and birthday parties. Recommended menu items to the Executive Chef for new dish development, holidays, special events and promotions. Practiced safe food handling procedures at all times.

**Lawans Thai Restaurant**

Mar. 2010 to Aug. 2010

**Server**

Assertively upsold alcoholic beverages, appetizers and desserts. Rectified guest complaints quickly and efficiently. Restocked the salad bar and buffet, refilled condiments, organized pantry area and swept and mopped floors. Relayed orders to bar and kitchen quickly and accurately. Precisely described menu items and special offerings and appropriately identified wine pairings. Provided friendly and attentive service and exceptional hospitality.

**Baron Nissan**

Feb. 2009 to Jan. 2010

**Auto Detailer**

Washed, waxed and buffed the exterior of vehicles. Dried car surfaces using air compressors and cloths. Vacuumed car interiors to remove dirt and debris and cleaned upholstery and surfaces. Greeted customers entering the store to ascertain what each customer wanted or needed. Investigated and resolved customer inquiries and complaints in a timely and empathetic manner. Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot. Managed and maintained the necessary level of supplies in the shop.

**Dunkin Donuts**

Oct. 2007 to May. 2008

**Cashier**

Mastered Point of Sale (POS) computer system for automated order taking. Consistently provided friendly guest service and heartfelt hospitality. Promptly and empathetically handled guest concerns and complaints. Demonstrated integrity and honesty while interacting with guests, team members and managers. Operated the drive-through window and sales register quickly and efficiently. Built loyal clientele through friendly interactions and consistent appreciation. Strictly followed all cash, security, inventory and labor policies and procedures.

**Vics Branding Iron**

May. 2004 to Jul. 2006

**Host**

Provided friendly and attentive service and exceptional hospitality. Demonstrated genuine hospitality while greeting and establishing rapport with guests. Developed and maintained positive working relationships with others to reach business goals. Attended pre-shift meetings to prepare for large parties and reservations. Rectified guest complaints quickly and efficiently.

**EDUCATION / AFFILIATIONS****Anderson High School – Anderson, California**

2002 – 2006

Graduated with 3.7 GPA

**Los Angeles City College – Los Angeles, California**

2015 - Present

Pursuing a Bachelors in Software Engineering

**ACCOMPLISHMENTS**• *Customer Relations*

- Earned highest marks for customer satisfaction, company-wide.
- *Conflict Resolution*
  - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
- *Customer Service*
  - Handled guest complaints, maintaining a positive dining experience for all rest.

**SKILLS**

- High level of aesthetic and culinary execution
- On time and reliable
- Service-oriented team player
- Committed team player
- Thrives in fast-paced environment
- High energy
- Guest relations professional
- Top-tier, full-service dining background