

PETER HONG

1299 Antelope Creek Dr. Apt 263, Roseville, CA 95678 || C: (916) 747-9519 blkpre@hotmail.com

Summary

Experienced server bringing enthusiasm, dedication and an exceptional work ethic. Trained in customer service with knowledge of American and Japanese cuisine. High energy and outgoing with a dedication to positive guest relations. High volume dining, customer service, and cash handling background.

Highlights

- Works well under pressure
- Exceptional interpersonal skills
- Trained in liquor, wine, and food service
- Master of sales techniques
- Food ingredients expert
- Point of Sales (POS) system operation
- California Food Handlers card
- Food Safety understanding
- Upbeat, friendly, and positive
- Highly responsible and reliable

Experience

Head Waiter and Manager
Zakuro Sushi Bistro – Lincoln, CA

Mar 2007 to Current

- Train new waiters and floor staff on guest service expectations, safety procedures, procedures, proper food handling, and restaurant protocols.
- Monitor dining room to ensure optimal guest experiences.
- Work with individual servers to improve performance.
- Answer customer inquiries and resolve issues promptly.

Waiter
ASR – Roseville, CA

Jun 2015 to Nov 2015

- Assisted guests with making menu choices in an informative and helpful fashion.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Regularly checked on guests to ensure satisfaction with each food course and beverages.
- Constantly adhered to quality expectations and standards.
- Experience with new world food with French flare and handcrafted cocktails.

References given upon request