

# PETER HONG

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## 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\**