

MARK COTTON

OBJECTIVE To bring my commitment to service, and strength in sales to an established fine dining restaurant team.

PROFESSIONAL EXPERIENCE

3/17 - Present McCormick's and Kuleto's San Francisco, CA
Server

- Provide first class service to customers, answering questions and listening to customers needs, then providing options to meet those needs
- Execute side work and balance out cash and tips daily
- Displayed enthusiasm and knowledge about the restaurant's menu and products
- Multitask in a fast paced environment and respond quickly and effectively to create a great experience for customers
- Display enthusiasm and knowledge about the restaurant's menu and products
- Firm grasp of new and old world wine regions and AVA's

2014 - 2017 Delancey Street Restaurant San Francisco, CA
Server

- Trained new waiters and floor staff on guest service expectations, safety procedures, proper food handling, and restaurant protocols
- Routinely cleaned work areas, glassware and silverware throughout each shift
- Proactively prepared for large parties and reservations, anticipating planning and staffing needs
- Consistently provided professional, friendly and engaging service
- Developed and maintained positive working relationships with others to reach business goals
- Fast paced lunch service as well as slow paced dinner service overseeing 7 to 10 tables

2014 Delancey Street Restaurant San Francisco, CA
Busser

- Assisted in opening and closing restaurant to ensure it was welcoming, well organized and prepared in morning, and clean and secure in evening
- Cleared and set tables with linens, dishes and silverware after every guest would leave
- Assisted servers in pre-bussing tables after every course
- Continuously stocked stations with silverware, water glasses, condiments and napkins throughout shifts

QUALIFICATIONS

- Excellent interaction skills with people at all levels
- Multi-task talented with the ability to quickly apply new skills
- Experienced customer service professional
- Adept Problem solving ability and professional demeanor

REFERENCES AVAILABLE UPON REQUEST