

**Steven G. Hoermann**

232 Emanuel Cleaver II Blvd.  
Kansas City, MO 64112  
(816) 490-3242  
steven.hoermann56@gmail.com

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To obtain a position as a server.

Profile

I'm positive I would be an asset for your company. I believe that my experience in guest services and sales would make a productive and esteemed employee.

As the lead waiter for several restaurants, hotels, and a major cruise line I have always been in the top 20% of overall sales. I believe this is due to my product knowledge and the ability to anticipate my customer's needs. As a waiter, which I feel encompasses a marketing agent and entertainer, my theory has always been, the more revenue I generate for the company, the more revenue I generate for myself.

I have opened several restaurants as one of the initial employees which has enabled me to possess a genuine understanding of what is involved to start and build a new business. I feel my biggest asset is my passion for people and serving them with the attention they deserve.

Thank you for taking the time to allow me to introduce myself. I would appreciate an opportunity to meet with you and discuss any positions you may have available.

Sincerely,

Steven G. Hoermann

Enclosure

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### **OBJECTIVE**

A position as a manager where my skills can benefit my employer and lead to personal and professional growth.

### **SKILLS SUMMARY**

- 25 years of experience in the fine dining industry working in a variety of capacities
- 10 years of experience training new staff members
- Strong self-management skills
- Excellent communication skills
- High energy, customer focused with a passion for excellence

### **PROFESSIONAL EXPERIENCE**

#### **Steffen's Executive Catering**

##### ***Food and Beverage Consultant/Owner***

**Kansas City, MO**  
***December 2010 to Present***

- Provide private dinner parties with a full dining experience
- Utilize culinary skills in preparing full meals for events

#### **Ted's Montana Grill**

##### ***Waiter***

**Kansas City, MO**  
***July 2009 to December 2010***

- Recognized for ability to quickly establish rapport with customers, up-sell products and build a loyal clientele
- Provided exceptional dining experiences for guests through use of knowledge of food and wine
- Maintained clean and professional upscale appearance

#### **Majestic Steak House**

##### ***Fine Dining Waiter***

**Kansas City, MO**  
***July 2007 to July 2009***

- Expertly move along the dining experience without rushing the guest, ensuring all the plates are cleared, coffee, desert or possible an after dinner drink is offered
- Execute fine dining skills in a fashionable manner to ensure guest have a fabulous dining experience.
- Ability to recommend and sell from a selection of over 200 varieties of wine

#### **Golden Ox**

##### ***Lead Waiter***

**Kansas City, MO**  
***July 2002 to July 2007***

- Ranked number one waiter in sales for four consecutive years
- Trained new servers on how to create an excellent dining experience
- Implemented opening and closing procedures
- Ensure accurate cash handling and balancing of nightly cash outs

### **EDUCATION**

#### **Florida Atlantic University**

*Associates Degree in Business Administration*

**Boca Raton, FL**  
***G.P.A. 3.4/1986***

*United States Navy Veteran*

*Honorably Discharged*

*1975 to 1980*

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