

Steven G. Hoermann

232 Emanuel Cleaver II Blvd.
Kansas City, MO 64112
(816) 490-3242
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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, dessert 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