

# JAMES HARVEY

**OBJECTIVE** To work with in an established well regarded restaurant where I am able to learn and grow as well as bring my managerial skills

## **PROFESSIONAL EXPERIENCE**

2016-Present Delancey Street Restaurant San Francisco, CA  
***Server***

- Provided first class service to customers, answering questions and listening to customers needs, then providing options to meet those needs
- Multitasked in a fast paced environment and responded quickly and effectively to create a great experience for customers
- Strengthened staff and crew through effective leadership and training
- Executed side work and balanced out cash and tips each day
- Fast paced lunch service as well as slow paced dinner service overseeing 7 to 10 tables

***Private Dining Server***

- Served food/beverages and took customer orders.
- Prepared food/beverages for both small and large private-dining events.
- Greeted visitors/customers.

***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

2016 Delancey Street Foundation San Francisco, CA  
***Finance Clerk***

- Data entry and filing of P.O's, Invoices, and B.O.L's in both Microsoft Excel and hard copy files
- Managed Food Service budget of Delancey Street Foundation
- Managed inventory and sales of Giants Dugout merchandise
- Received all UPS, FED EX, and USPS packages for Delancey Street Foundation and residents
- Processed all incoming and outgoing mail for Delancey Street Foundation and residents

2015-2016 Delancey Street Foundation San Francisco, CA  
***Receptionist***

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations
- Schedule interviews and maintain and update appointment calendars
- Hear and resolve complaints from public
- File and maintain records

## **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