

ANDREW JOHN RICHESON

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PLANO, TEXAS 75093
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Objectives:

Looking to find a new employer where I can implement my skills and grow with the company. I would like a stable serving position where I may provide excellent customer service and build a regular guest clientele.

Work Experience:

Server

Water Grill-Dallas,Tx January 2017-June 2017

Server October 2016 – Jan 2017

Ocean Prime - Dallas, Tx

- Greet guests and accompany them to their tables
- Present menus and describe daily specials. Making sure to answer any questions regarding menu items
- Serve food and beverages
- Check regularly with guests to make sure that they are enjoying their meals and take necessary action to resolve any complaint
- Prepare and serve specialty dishes at tables
- Mise en place between courses with appropriate utensils/silverware
- Explain how a variety of menu items are prepared by describing constituents and cooking methods
- Take dishes and glasses away from tables and counters, and transfer them to kitchen
- Stock service areas with supplies including coffee, food, tableware, and linens
- Delivered food to the guests promptly serving from the left and clearing from the right

Server

Jan 2014 – October 2016

Dallas Fish Market Dallas, Tx

- Greet guests and accompany them to their tables
- Present menus and describe daily specials. Making sure to answer any questions regarding menu items
- Serve food and beverages
- Checking back regularly to providing an excellent experience for each and
- Mise en place between courses with appropriate utensils/silverware
- Giving a detailed highlight of the menu for first time guests
- Take dishes and glasses away from tables in between all courses
- Delivered food to the guests promptly serving from the left and clearing from the right

Server

January 2005 - December 2012

McCormick & Schmick Dallas, Tx

- Consistently provided exceptional customer service
- Set customer service according to fine dining standards
- Guided new guests through the menu and described daily specials
- Miss en place between courses
- Paced orders in the POS system accurately, making sure to fire courses at the appointment time
- Recommended certain wines according to their meals
- Menu knowledge
- Trained new hires

Education

Texas A&M - Commerce, Tx August 1983 - 1985

- 84 completed college credits
- Major: Marketing
- GPA: 3.5

Plano High School - Plano, Tx August 1979- May 1983

- Member of the National honors society
- Assistant editor of the school newspaper
- Participated in journalism, photography, and debate

Skills

- Demonstrated ability to greet patrons, present menus, make suggestions and answer questions
- Hands-on experience in taking orders and communicating them to the kitchen'
- Proven record of preparing and serving specialty foods at tables
- Able to assist guests in menu selection, and provide accurate and detailed information
- Proven ability to recommend wines that complement patrons' meals

Achievements

- Reorganized beverages inventory procedures, shortening process time by 30%
- Designed and implemented a new food serving strategy that resulted in 20% increase of sales
- Trained and coordinated activities of 5 servers, whose efforts resulted in raising the profits 40%