

# Anthony Dupuiyo

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## Waiter / Host / Banquet Server

Customer Service Excellence • Professional Representation • Outstanding Communication

### Qualifications Profile

Sales Associate with nine years of experience in retail sales and a reputation for exceeding performance benchmarks. Highly skilled at leveraging consultative sales techniques to upsell products and exceed sales targets. Demonstrated leadership skills that align teams and strengthen brand loyalty through exceptional customer service. Seeking to apply diverse sales experience to take next career step with a retail organization dedicated to providing world class customer service and producing strong team leaders.

#### ~ Core Competencies ~

- Provide exceptional customer service
- Expert on service methods that focus on customer satisfaction and retention
- Relate well to people of diverse backgrounds, personalities and ages • Able to motivate others
- Polite and respectful • Inventory Management • Able to operate and adapt to point of sale systems
- Ability to follow directions pleasantly, promptly and precisely • Safety-minded
- Stamina • Lift and carry heavy objects • Work standing for long intervals
- Upbeat personality • Committed to a high standard of excellence
- Interest and pride in work are noticeable
- Marketing and Promotions • Achieve results beyond goals

### Employment History

#### Banquet Server, Culinary Staffing of America, Sacramento, CA

11/2019-Present

Responsible for reading floor plans and setting up tables for events, assist kitchen with back of house meal service prep, deliver food during meal service time, accommodate guest requests, serve events of. Work at seasonal events, weddings, and corporate events. Assist with setting up consecutive events during weekends, participate in the tear down and clean-up of each event.

#### Sales Associate, Dimples Records, Sacramento, CA

10/2016 -9/2019

Provided high-quality customer service to optimize customer purchasing and payment process. Initiated inventory control measures to sustain stock levels, and helped to order new inventories. Managed and maintained displays as indicated by planograms, end cap, and bulk stack instructions. Educated customers on available product options to meet and exceed customer service experience. Investigated and resolved customer complaints or issues to strengthen store reputation and grow customer retention.

#### Host/Food Runner, Applebee's, Sacramento, CA

07/2014 -3/2016

Greet guests and seat patrons by escorting them to assigned tables, communicate and delays, offer additional services such as beverages for waiting patrons, present menus, create personal dining experience, offer additional information and explanation regarding the menu, organize reservations, prepare seating assignments prior to service and present plan to restaurant during pre-shift meeting.

#### Food Server, Dave and Busters, Roseville, CA

5/2010 -10/2013

Deliver friendly and efficient service to ensure a pleasant dining experience for all guests suggesting menu items and preparing specialty drinks according to corporate specifications; foster repeat business and clientele of regular bar patrons.

### Education

Sacramento City College, Sacramento, CA—Photography

Art Institute of Sacramento, Sacramento, CA --Hospitality Management and Food & Beverage Services