

MARK VILLAR

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505-2383

Objective

An opportunity to serve at a restaurant that appreciates my professional and dedicated work ethic and that allows me to exhibit impeccable service and an exceptional dining experience to all guests.

Service Profile

Over 10 years of guest service experience in luxury hotel, fine dining, and fast paced high volume restaurant settings. Highly motivated, able to multitask and prioritize workload under pressure, as well as increase pace as workload demands. Incredible ability to quickly learn all aspects of new menus and specialties. Knowledge of proper serving and clearing techniques. Wine knowledge and knowledge of wine pairing. Knowledge of spirits and liqueur. History of providing clear, polite and positive communication with diverse guests and coworkers, to ensure seamless order placement. Excellent interpersonal skills with ability to build rapport and develop regular clientele. Outstanding up-selling abilities. Keen attention to detail. Team player, very punctual, and extremely reliable. Experience with MICROS, SQUIRELL, and ALOHA Systems.

Restaurant Service Experience

Server – Rosa Mexicano, San Francisco, CA

06/2013 – present

(415) 874-4300 Nathan Tenney (General Manager)

Provide food and beverage service in an upscale modern Mexican restaurant famously known for tableside home made guacamole

Server/ Bartender – Lebistro, Stockton, CA

01/2010 – 03/2013

(562) 234-1177 Don Beaudry (General Manager)

Described menu items / daily specials in detail and provided recommendations on an extensive wine list based on the guests' preferences and food choices. Accurately relayed the various ingredients and cooking methods employed. My responsibilities included tableside preparation of Caesar, and warm spinach salads, also Bananas Foster. Handled cash, input orders.

Key Accomplishments:

- Developed repeat business by establishing close and lasting relationships with customers
- Ensured that all expectations were met and exceeded by actively checking up with customers and quickly correcting issues.
- Recognized as top server

Server – Omni Hotel, San Francisco, CA

12/2009 – 12/2010

(415) 937-2026 Maria Van Bemmell (Supervisor)

Provided superior guest service, for a business / casual, fast paced restaurant. Quickly identified and resolved problems, listened and responded to requests, and followed up to assure complete satisfaction. Accurately prepared itemized checks and discreetly handled payment complications.

Key Accomplishments:

- Omni Hotel won the JD Powers & Associates Award for outstanding service for the year 2010.
- Maintained 100% compliance to all standards. Ensured safety of guests and associates by completing training for food safety and restaurant and hotel safety guidelines.
- Recognized as one of top servers in achieving highest sales goals.

Education: Pasadena City College, Pasadena, CA - Business Administration

California Food Handlers Safe Certified

References: Don Beaudry (562) 234-1177
Emma Aguilar (209) 915-5031

Maria Van Bemmell (415) 937-2026
Craig Woods (415) 362-7733