

MICHAEL RESENDIZ

PROFESSIONAL SUMMARY

Hospitality professional with record of delivering exceptional guest experiences. Adept at managing customer interactions and resolving issues to ensure satisfaction. Known for strong teamwork and adaptability in fast-paced environments. Skills include customer service, communication, and problem-solving, valued by employers in field.

WORK HISTORY

Banquet Server, 03/2023 - 01/2024

Big Canyon Country, Newport Beach, CA

- Served appetizers, delivered entrees, and refilled beverages for banquet guests.
- Managed multiple tasks simultaneously while maintaining composure under pressure in fast-paced banquet environments.
- Set up banquet tables and chairs based on event requirements.
- Demonstrated exceptional teamwork by collaborating with fellow servers to maintain a smooth flow of service during large-scale events.

Expo/Server, 02/2020 - 10/2022

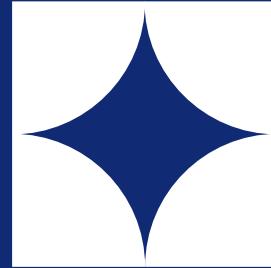
House of Blues, Anaheim, CA

- Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality.
- Served food and beverages promptly with focused attention to customer needs.
- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Collaborated with team members during busy shifts for efficient workflow and excellent guest experiences.

Banquet Server, 01/2019 - 01/2020

Center Club, Costa Mesa, CA

- Served appetizers, delivered entrees, and refilled beverages for banquet guests.
- Managed multiple tasks simultaneously while maintaining composure under pressure in fast-paced banquet environments.
- Set up banquet tables and chairs based on event requirements.



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SKILLS

- Event preparation
- Wine pairing expertise
- Prep work
- Safe alcohol service
- Teamwork and collaboration
- Customer service
- Multitasking
- Hospitality services
- Multitasking Abilities