

# Guillermo Carrera Bustos

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Extroverted and experienced server with a relentless focus on ensuring customer satisfaction through open communication and prompt, accurate service, as well as increasing sales.

## Work Experience

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### **Server/Waiter**

Gaucha Grill - Downey, CA

December 2021 to Present

- Prepare dining areas before guests are seated
- Serve water and welcome snacks, like bread and chimichurri
- Refill beverages and take orders of reservations up to 35 people in one table and 12 tables at one time
- Memorized menu to make better menu recommendations, answering questions and sharing additional information with guests
- Proficient use of POS system
- Provide a welcoming and pleasurable experience to promote another visit from the guest
- Communicated effectively with kitchen staff regarding customer allergies, dietary needs and other special requests
- Maximized beverage sales by suggesting appropriate food and drink pairings to suit unique customer preferences

### **Server/Expo**

La Barca Restaurantes - Downey, CA

February 2020 to September 2021

- Ensuring the efficient flow of orders from the waiters to the kitchen
- Ensuring orders are being prepared with the correct priority
- Assisting in the final preparation of dishes
- Memorize menu with over 50+ different items as well as the drink menu which includes 30+ different items
- Served 10+ tables at a time while still providing excellent service to ensure guests are having a pleasurable experience
- Take orders and enter them in POS system with modifications and specifics

### **Busser/Food Runner**

The marketplace grill and cafe - Downey, CA

January 2018 to February 2020

- Greet an average of 100 newly seated guests per day
- Remove dishes and glasses between courses and after guests depart
- Support 10+ staff members through both front and back of the house operations, while exceeding guests expectations with high-quality service
- Delivered entrees to tables and made sure each guest received the correct menu items

- Assisted servers with table settings and beverage refills during busy periods

## Education

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### **Some college in Mechanical Engineering**

Cerritos College - Cerritos, CA

January 2021 to Present