

Marcus Andrews

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Restaurant Server

Experienced high-end, high value Restaurant Server with developed time management skills. Significant wine and cocktail knowledge and the ability to provide insightful recommendations to guest. Dedicated to continual upkeep of deep menu familiarity for the purpose of facilitating optimal diner experience.

Education

San Diego State University, San Diego Ca

August 2009- May 2014

Bachelor of Arts- Social Sciences

Certificates

National Wine School

December- July 2023

Level Two Sommelier

Experience

Server- 2022- Present

Flemings, El Segundo, Ca

Steakhouse

- Managed orders and accompanying financial transactions using Micros
- Knowledgeably recommended menu items based on customer needs and preferences, including upselling complementary dishes and drinks
- Informing and educating guest on California wines
- Informing and educating guest on extensive wine list
- Consistently achieved above 20% charge tip percentage

Bartender/Server- 2022- 2023

La Grande Boucherie, New York, New York

French Steakhouse

- Ensured optimal guest experience by seating guests, with proper steps of serves with a positive attitude
- Managed orders and accompanying financial transactions using Micros
- Knowledgeably recommended menu items based on customer needs and preferences, including upselling complementary dishes and drinks
- Informing and educating guest on French wines
- Ensured maintenance of food hygiene in accordance with standards and guidelines
- Consistently achieved above 20% charge tip percentage

Reference- Chelsea Meagee- Server Manager (225)572-8772

Server- 2023- 2023

RH Rooftop

Wine Terrance/ Casual Elegant

- Informing and educating guest on extensive wine list
- Managed orders and accompanying financial transactions using Toast
- Negotiated resolved customer concerns
- Ensured maintenance of food hygiene in accordance with standards and guidelines
- Consistently achieved above 20% charge tip percentage

Reference- Danial Pena- (973) 519-1258

Pod Captain/ Server- 2021- 2022

JOEY Restaurant, Manhattan Beach, CA

Casual Fine Dining

- Trained new servers and familiarized new employees with company culture
- Organized and assisted other workers to achieve maximum efficiency during peak attendance times
- Compiled nightly sales numbers and profits and accurately completed accounting tasks

Reference- Gina Blake- Server Manager- (949) 929-6939

Bartender/Server- 2017-2021

Olive Garden, Manhattan Beach, CA

Italian Cuisine

- Served guest in a fast –paced environment and managed time for an optimal experience for each guest
- Attained top Sales of the week on multiple occasions
- Consistently received high guest service review ratings on the kiosk system

Reference- Jon Kushida- General Manager- (424) 216-1772