

Fr 11:00

**Kevin Thompson**

*referred by Mike Nelson*

323-217-2935

KevinScottT.kt@gmail.com

**Professional Summary**

Highly organized & personable Server with experience providing exceptional customer service in establishments ranging from casual café's to fine-dining restaurants.

**Skills Summary**

- Dedicated to ensuring customer satisfaction by remaining accessible and friendly.
- Exceptional interpersonal and team building skills.
- Talent for quickly resolving issues prior to escalation.
- Thorough knowledge of menu offerings, including gourmet food and wine pairings.
- Making food & drink Recommendations for a superior excellent guest experience.
- Skilled at anticipating, identifying and fulfilling guests needs & clarifying special orders.
- Success multitasking while remaining professional and courteous in a fast paced environment.
- Barista experience and Ku Soju drinks.
- Squirrel POS system
- Banquet & Special Events Catering

**Professional Experience**

November 1996- May 2008    **Wolfgang Puck Café**    3333 Bristol Street. Santa Ana, California

- Significantly increased guest check averages by promoting appetizers, specialty items & wine selections.
- Frequently assisted other servers during rush periods to help promote teamwork and continued to provide exceptional service and guest dining experiences
- Regularly followed up with guest tables to promote inviting & attentive service.
- Coordinate with kitchen staff to ensure timely & accurate order preparation.

*Imperial Staffing  
Culinary Staffing*