



Carlos Valencia

5624188194
cv9788997@gmail.com
Downey, CA 90240

SUMMARY

Experienced [Job Title] with solid background in foodservice. Offers excellent track record of tackling various tasks to support kitchen and wait staff. Demonstrates genuine hospitality to establish rapport with patrons and deliver memorable experiences. Highly skilled [Job Title] experienced in supporting restaurant operations. Maintained communication while working closely with servers, hosts and managers. Expert at providing exceptional customer service by quickly and energetically completing special requests. Hardworking [Job Title] with proven relationship-building and time management skills in fast-paced restaurant environments. Successful at handling tables of all sizes with accuracy and impeccable service skills. Strives to meet customer needs, drive satisfaction and promote long-term loyalty. High-energy [Job Title] skilled at welcoming guests, maintaining entrances and balancing server loads to optimize operations. Collaborative, hardworking and efficient at prioritizing and handling simultaneous tasks to promote positive dining experiences.

SKILLS

- Price Memorization
- Liquor, Wine and Food Service
- High-Volume Dining
- Buffet Setup and Takedown
- Table Bussing
- Effective Customer Upselling
- Dining Customer Service
- Menu Memorization
- Food Inspection
- Check Payment Processing
- Customer Service and Rapport
- Transactions and Cash Handling
- Conflict and Complaint Resolution
- Dining Room Cleaning and Upkeep
- Cool Under Pressure
- Specials Promotion and Upselling
- Menu Memorization and Presentation
- Age Verification
- Menu Recommendations
- Ability to Lift 30 Pounds
- Service Oriented
- Warm and Friendly
- Relationship Building
- Cleaning and Sanitizing
- Workflow Coordination
- Verbal and Written Communication
- Upselling and Cross Selling
- Team Player
- High Energy and Stamina

EXPERIENCE

Server

Downey, CA

Kalaveras/ Mar 2022 to Current

- Presented menus to patrons to answer questions about offered items and make suitable recommendations.
- Checked with customers to determine satisfaction with meals, promptly taking action to correct problems.
- Greeted customers, answered questions and recommended specials to increase profits.
- Arranged place settings with clean tablecloths, napkins and tableware to prepare for incoming guests.
- Explained menu options to guests, offered suggestions and took orders for food and beverages.

- Addressed complaints to kitchen staff and served replacement items.
- Completed cleaning duties by sweeping and mopping floors, vacuuming carpet and tidying up server stations.
- Checked with guests to get feedback on food served, resolve issues, bring additional items and refill beverages.
- Operated POS terminals to input orders, split bills and calculate totals.
- Circulated within assigned areas to assess and address customer needs, effectively prioritizing tasks during peak hours.
- Enforced minimum age requirements for consumption of alcoholic beverages by checking identification.
- Trained new employees to perform duties.
- Displayed enthusiasm and knowledge about restaurant's menu and products.
- Communicated with hosts, bussers and kitchen staff to prepare for and serve customers.
- Explained menu items, describing ingredients and cooking methods upon request.
- Cleaned tables and chairs to prepare dining area for next customers.
- Checked identification to verify if guests meet minimum age to legally purchase or consume alcoholic beverages.
- Served food and beverages to patrons and immediately remedied issues with orders.
- Satisfied customers by topping off drinks and offering condiments, napkins and other items.
- Collected dirty dishes and glasses from tables or counters, preparing areas for next diners.
- Provided exceptional service to high volume of daily customers.
- Served food and beverages to patrons and confirmed complete orders.
- Prepared checks, itemizing total meal costs and taxes.
- Promoted desserts, appetizers and specialty drinks to optimize sales.
- Informed customers of daily specials and signature menu items.

Host

Downey, CA

El Pescador Downey/ Jul 2021 to Jun 2022

- Cleaned and restocked counter areas, replenished cash drawer and checked server supplies to facilitate operations.
- Performed walk-throughs during service to monitor guest satisfaction and advise serving and bussing staff of specific guest needs.
- Monitored dining area to assess server capacity and estimate wait times.
- Communicated with servers about new tables, changes in food availability and customer comments.
- Answered telephone to provide dining information and take reservations.
- Greeted customers, answered questions and recommended specials to increase profits.
- Supported serving staff, food runners and bussers to keep dining room presentable and ready for guests.
- Greeted incoming guests to escort to assigned dining area and present menus.
- Checked dining and serving areas to verify proper cleanliness and readiness for guests.

- Utilized POS system to total meal costs and add taxes for final bill calculation.
- Greeted guests and gathered information to seat groups or place on waitlist.

Lead Busser

Downey, CA

OLA Restobar/ May 2021 to Feb 2022

- Effectively multitasked within fast-paced environment.
- Helped employees complete required activities during peak periods.
- Maintained high standards of customer service during high-volume work shifts and fast-paced operations.
- Wiped down tables and removed trash and dirty plates to provide clean, welcoming dining environment.
- Notified manager of issues with equipment or breakage.
- Swept and mopped front-of-house and back-of-house floors using various tools.
- Made friendly conversation with customers to provide enjoyable bar experience.
- Filled and served various beverages for customers.
- Removed trays and stacked dishes for return to kitchen after finished meals.
- Wiped down and cleaned chairs, booths and highchairs.
- Cleared tables to maintain high turnover rate and minimize wait times.
- Carried food, dishes, trays or silverware from kitchens or supply departments to serving counters.
- Stocked service stations with ice, napkins and straws.
- Maintained table settings by removing courses, replacing utensils and refilling beverages.

EDUCATION AND TRAINING

High School Diploma

Downey High School May 2021

Downey, CA

LANGUAGES

English:



Native/ Bilingual

Spanish:



Native/ Bilingual

ACCOMPLISHMENTS

- Recognized as Employee of the [Timeframe] for outstanding performance and team contributions.
- Promoted to [Job Title] due to [Action] and [Action] that achieved [Result].
- Promoted from [Job Title] to [Job Title], in less than 12-months.