
JOSE LUIS GUERRERO

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PROFESSIONAL SUMMARY

Motivated server with engaging personality and flexible approach. Upbeat, friendly and anticipating customer needs to facilitate enjoyable dining experiences.

SKILLS

- High Volume Dining
- Order Accuracy and Delivery
- Team Player
- Menu Recommendations
- Service-Oriented
- Food and Beverage Service
- Warm and Friendly
- Cool Under Pressure
- Transactions and Cash Handling
- Multitasking and Prioritization
- Reliable and Responsible
- Detail-Oriented
- Wine and Liquor Service

WORK HISTORY

Server, 11/2021 to 03/2022

Oregono's Pizza Bistro – Gilbert, AZ

- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.
- Applied comprehensive knowledge of wine, cider and beer to increase daily beverage sales.
- Increased sales significantly by upselling higher-end products to customers.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Checked guests' identification before serving alcoholic beverages.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Collected payment for food and drinks served, balanced cash receipts and maintained accurate cash drawer.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals and walk-in business.

Server, 11/1999 to 03/2021

California Pizza Kitchen – Tempe, AZ

- Worked with POS system to place orders, manage bills and handle complimentary items.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.

- Cultivated warm relationships with regular customers.
- Applied comprehensive knowledge of wine, cider and beer to increase daily beverage sales.
- Increased sales significantly by upselling higher-end products to customers.
- Printed dining checks with total due, collected payment and offered receipts to complete transactions.
- Quickly and clearly communicated dining orders to kitchen staff, directing attention to special requests or dietary restrictions.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.

EDUCATION

Bachelor of Science: Medical, 06/1987

UACJ - Mexico