

# Anne Josephine Samson

## Experienced Fine Dining Server

Dedicated fine dining server with a strong background in luxury hospitality, offering extensive experience in delivering 7-star service to discerning clientele. Highly proficient in fine dining service, bartending, and anticipating guests' needs. Skilled in organizing themed parties and events, showcasing creativity and attention to detail. Adaptable to swiftly handle last-second changes, ensuring exceptional service in the dynamic and fast-paced world of fine dining. Seeking to leverage my expertise and passion for delivering top-tier service as an asset to a fine dining restaurant team.

- Confident in formal service settings, presentation, sequence of service, and wine service.
- RBS (Responsible Beverage Service)/TIPS certified with valid California Food Handler's card.

## Experience

### 2021 – PRESENT

#### ***Fine-Dining Server | The Tangerine Room, The Westin Resort Anaheim | Anaheim, CA***

- Achieved highest sales in chef specials, tomahawks, wagyu steaks – international and domestic, and all bottled waters. High guest check sales per-cover, and check averages.
- Adept at providing personalized and excellent service to guests by understanding their needs and offering detailed suggestions to fully enjoy the experience. Dining options offered at Tangerine Room vary from formal, to private VIP events to casual-upscale dining.
- Regularly requested on service for private 'buy-outs' at our rooftop bar, Rise, or in the Tangerine Room private dining spaces – these events demand discretion and privacy for VIP guests and companies, alike.

### 2019 – 2022

#### ***Dinner Server | Sheraton Park Hotel at The Anaheim Resort | Anaheim, CA***

- Dinner server in high-volume casual steakhouse, with unusually large service sections. Utilized as Bartender, Cocktail, and In-Room Dining Server.
- Continuously updated food, wine, and spirit knowledge to focus on upselling finest available starters, mains, wines, cocktails, and spirits. Confirmed correct orders and temperatures of proteins, to create a great guest experience, and to help mitigate waste and avoid costly mistakes.

**Orange County, California**

**(714) 724-1337**

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#### **Certificates**

- CA ABC – RBS CERT 312703986
- TIPS CERT – 5245412
- CA FOOD HANDLER - 7477155512

**2017 – 2019**

***Front of House Assistant Manager | Cos 18 Leigh Restaurant | Adelaide, South Australia, AU***

- Developed a successful guest skills program 'from an international perspective' to redefine 'service' to transform internal culture. Created a fine-dining training program for the bar.
- Planned special events, and team building outings.

**2011 – 2017**

***VIP Guest Services (Hotels) | Stage Technician | The Disneyland Resort | Anaheim, CA***

- ***VIP Guest Services*** (Hotels): Orchestrated private check-ins, discreetly fulfilled diverse requests, and curated extraordinary, personalized experiences for exclusive clientele. Assisted members of the highly elite private club, Club 33, at the desk inside Disney's Grand Californian Hotel and Spa, as needed.
- ***Stage Technician***: Demonstrated technical expertise in live audio, show automation, and stage lighting, enhancing the magic of Disneyland's entertainment offerings during shows and events, resort wide.

## **Additional Experience**

***Chief Stewardess | Luxury Super Yachts, Vessels | Various International Locations***

- Managed interior department and crew of 2 to 7 stewardesses, depending on conditions including season and vessel. Scheduled interior crew on service and housekeeping, according to Maritime Labour Convention (MLC) standards. Planned table settings, onshore picnics, themed parties, games, tournaments, and excursions.
- Collaborated with Captain, Chief Officer, or Bosun, and Chef to provide 7-star service, meeting guest requests on charters for high-end clientele, with a focus on luxury and personalization. Together, we orchestrated with creativity and attention to detail, to organize activities onboard and offshore excursions for extraordinary guest experiences.

## **Education**

UCLA Extension Dept of Computer Science | Cybersecurity (In Progress)

Yavapai College, Zaki Gordon Inst for Indy Film | Documentary Film (Completed)