



KRISTIAN ACEVES

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Summary

Efficient Waiter offering over 20 years of experience. Always anticipating guests needs, and expectations. Making connections with guest's, multitasking and time management skills. Outgoing individual with expertise in smoothly delivering food knowledge to guests and providing a memorable, enjoyable dining experience. Proficient in POS and Aloha system terminals. Team player at all times. Food Handling Certified for the State of California, and San Bernardino County. PCI Security Awareness Certified.

Skills

- Detail Oriented
- Always positive and professional
- Liquor, wine and food service knowledge
- Menu knowledge
- Safe food handling/understanding
- Team player
- Creating a positive atmosphere
- Dependable, and Flexible
- Multitasking
- Punctual

Experience

Punch Bowl Social | Rancho Cucamonga, CA

Lead Server Trainer

06/2021 - 11/2021

- Trained new employees on service standards and menu items to improve onboarding processes.
- Developed training program to improve menu knowledge of new hires.
- Built extensive knowledge of menu items and wine pairings to drive sales.
- Bussed tables and removed unnecessary items to facilitate positive experiences.
- Informed guests on recipes with attention to particular allergens.
- Resolved guest issues related to food quality, service times and incorrect orders.
- Performed side work such as cleaning, restocking, polishing silverware and preparing tables for next shift.
- Greeted guests, answered questions and recommended specials, wine and desserts to increase profits.
- Knowledge of seafood item entree.
- Updated repeat guests on menu changes and new food and beverage offerings to maintain quality service.
- Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales.
- Completed thorough and accurate opening and closing duties to facilitate smooth restaurant operations.
- Handling cash to 100% at all times.
- Anticipate guests needs to provide guests dining experience to perfection.
- Welcomed guests with personable attitude and smile, offering to bring beverage orders while reviewing menu options.
- Maintained accuracy while handling payments, giving change and printing receipts to customers.
- Knowledge of menu items, garnishes, ingredients and preparation methods to assist guests with menu selection.
- Provided exceptional service 100 % to all guests per day, while maintaining a relaxed atmosphere in the establishment.
- Applied safe food handling and optimal cleaning strategies to protect customers from foodborne illness and maintain proper sanitation.
- Suggested cocktail choices based on guests preference, daily specials and inventory availability.
- Full knowledge of food and menus, including happy hour items.
- Maintaining relaxed while working in a fast working environment. always keeping a warm smile, professional, and welcoming.
- Checked identification prior to serving.
- Assessed guests' needs to always provide unforgettable dining experience and service.
- Handling cash to 100% at all times.

Kings Fish House | Orange, CA

Waiter

01/2016 - 06/2021

Claim Jumper | Santa Ana, CA

Lead Cocktail Server

03/2010 - 11/2018

Chili's Bar and Grill | Irvine, CA

Cocktail Server

01/2006 - 12/2010

Education and Training

Irvine Valley College | Irvine, CA

Some College (No Degree) in Administration of Justice