

Julian Chavez

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SKILLS

Excellent communication and interpersonal skills
Ability to work efficiently under pressure
Proficient in POS systems and basic computer applications
Strong multitasking and organizational abilities
Knowledge of food safety and handling protocols
Bilingual in Spanish and English

EXPERIENCE

Maggiano's Little Italy– Seasonal Banquet Server

November 2023 – January 2024

- Collaborate the banquet service team in a bustling restaurant environment, successfully managing events ranging from small gatherings to large-scale functions with up to 97 guests.
- Coordinated closely with event planners, chefs, and management to ensure seamless execution of events, including menu selection, layout planning, and timing of service.
- Provided exemplary customer service, promptly addressing and accommodating special requests, dietary needs, and last-minute changes, resulting in a high customer satisfaction rate.
- Oversaw table setting, decoration, and arrangement, ensuring adherence to the highest standards of presentation and cleanliness of the restaurant.
- Conducted post-event debriefings with the team to continually improve service quality and efficiency.
- Handle billing and payment processing, maintaining accuracy and integrity in financial transactions.
- Follow banquet instructions including checklists, contracts, room diagrams, and inventory sheets and assist the captain with liquor inventory.

Olive Garden– Server

June 2022 – December 2023

- Provide prompt and friendly service to a diverse clientele, managing orders and queries for up to 5 tables simultaneously in a high-volume setting.
- Skilled in menu presentation and recommendations, effectively up-selling to increase revenue per table.
- Coordinate with kitchen staff to ensure timely preparation and delivery of food, adapting to special dietary requirements and preferences.
- Handle cash and credit card transactions with accuracy and integrity.
- Resolve customer complaints with empathy and professionalism, ensuring customer satisfaction and repeat business.
- Train and mentor new staff, emphasizing the importance of customer service, efficiency, and teamwork.

EDUCATION

Bartending Certification – Anticipated February 2024

California State University Fullerton, Fullerton – Bachelor's Degree, Theater

Santa Ana College– AA Degree in Liberal Arts, 2018

References Available Upon Request