

Albert Romero

Server/Host - PF Chang's China Bistro

Lakewood, CO

jrromero0729@gmail.com - 720-585-6708

Organized and detail-oriented with four years of cash handling and customer service experience. Understands general accounting and finance concepts. Independent hard worker with strong time management skills and able to learn new tasks quickly and effectively.

Authorized to work in the US for any employer

WORK EXPERIENCE

Server/Host

PF Chang's China Bistro - August 2013 to Present

Assist guests with menu choices in an informative and helpful fashion. Maintain knowledge of current menu items, garnishes, ingredients and preparation methods. Promptly serve all food courses and alcoholic beverages to guests. Regularly check on guests to ensure satisfaction with each food course and beverages. Effectively communicate with kitchen staff regarding customer allergies, dietary needs and other special requests. Correctly calculate charges, issue bills and collect payments.

Customer Service Representative

Planet Fitness - Lakewood, CO - November 2013 to May 2014

Responsibilities

Answer members questions, clean and wipe down equipment, re stack weights, follow lost and found procedures and make sure every member had a great experience.

Server/Host

Pho 555 - Denver, CO - December 2011 to August 2013

Ensure patrons have an enjoyable dining experience by providing quality customer service. Delivered exceptional service by greeting and serving customers in a timely, friendly manner. Politely answered phones promptly and recorded and confirmed reservations. Supported other areas of the restaurant as necessary, such as setup, cleanup, prep work and equipment maintenance.

Door to Door Salesman

JR Marketing - August 2010 to December 2011

Described use and operation of goods and services to customers. Shared product knowledge with customers while making personal recommendations. Persuaded customers to purchase the goods and services. Maintained friendly and professional customer interactions.

EDUCATION

High School Diploma in High School Academics

McLain High School - Lakewood, CO

2013 to 2014

ADDITIONAL INFORMATION

Mathematical aptitude, MS Office proficient, Excellent communication skills, Extensive hospitality background, Exceptional customer service, Highly responsible and reliable, Works well under pressure, Upbeat outgoing and positive, Friendly, and Strong work ethic