

# Malique Farmer

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*TEAM PLAYER • SKILL MASTERY • MAINTAINED DEDICATION • PERSISTENT PROBLEM SOLVER • LOGICAL*

## Professional Work Experience

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Saltgrass Steakhouse Clear Lake, Texas 11/2013-Present

### Server

- Provide the highest level of customer service
- Maintain positive working relationships with diverse staff in various, changing scenarios
- Communicate to management unusual problems and take appropriate action
- Take part in coaching other servers on our standards and core values
- Responsible for cleaning my section and assisted in recovering the restaurant
- Met standards in delivering hot food and cold drinks
- Promoted to Bartender

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Saltgrass Steakhouse Meyerland, Texas 10/2012-11/2013

### To-Go Person

- Answered incoming telephone calls from guests in timely manner
- Entered guests orders on Aloha system, asking questions ensuring order is correct
- Received orders from cooks once finished, and prepared the sauces, dips, etc for guests
- Greeted and displayed orders to guests once they arrived
- Received payments from guests, handling over \$500 at a time
- Cleaned and restocked station as needed

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Furr High School Houston, Texas Class of 2013

**High School Diploma** Concentration in Business Administration

## Additional Skills

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- Able to work professionally and calmly in a fast paced environment while managing multiple tasks
- Excellent customer service skills while working independently within a diverse team
- Resolving customer service complaints while maintaining positive working relationship with customers and team members/leaders
- Demonstrated accuracy with written and verbal communication
- Familiar with Microsoft Office Applications (Excel and Word primarily, Aloha system)
- Over 7+ years experience in customer service and serving skills
- Professional trainer, able to train 2-3 people at a time