George Smith

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Personal statement

I am an experienced Waiter committed to exceeding guests’ expectations and creating a memorable experience for them. My goal is to ensure that each person leaves with a massive smile on their face! I am competent in every aspect of customer service to ensure guest satisfaction, and my high level of tips and past awards are testament to that.

Work history

**Waiter : August 2017 - date**

George’s Diner, Arnold

My responsibilities include:

* Greeting and serving guests
* Offering detailed information and recommendations on menus including dietary advice for vegetarian, vegan, gluten-free and nut-free diets
* Effectively communicating with the kitchen staff to ensure all orders are accurate and on time
* Various front-of-the-house duties and dealing with the bill

From October 2017 to date I have consistently generated the highest tips month-on-month amongst our team of 5 waiting staff as testament to my customer service skills.

**Waiter : January 2013 – July 2017**

Annie’s Restaurant, Sherwood

My responsibilities included:

* Greeting guests as they arrive and allocating them to a table
* Handing out menus and taking drink and food orders
* Serving drinks and food and handling bill payments
* Ensuring all tables were clean and tidy

In the last 6 months I coordinated the team of 4 waiting staff, handling rotas, managing absences and dealing with non-standard customer queries and complaints.

**Waiter : September 2011 – December 2012**

Mo’s Café, Gedling

My responsibilities included:

* Greeting guests and showing them to their table, handing out menus
* Serving food and drinks

I was awarded ‘Employee of the Month’ six times during my employment at Mo’s, which has 10 staff in total.

Education

**arnold hill comprehensive : september 2006 – June 2011**

9 GCSEs Grade C and above including English Language (B) and Maths (C)

Skills

|  |  |
| --- | --- |
| * Good mental maths skills * Clear verbal communication * Excellent customer service skills * The ability to resolve complaints * Effective teamwork | * Persistence and high energy * Good sales skills * Very well presented * Friendly and professional * Good memory and attention to detail |

Interests

Being a waiter can be physically demanding so I like to keep fit and visit the gym regularly! I also love swimming and badminton. When I’m not working, I love travelling abroad and discovering great food and wine.

References

References will be made available for my current position and past positions.

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