

John Michael Tan

Server

Charismatic server who's friendly with people while handling high pressure situations. Solid experience with high volume settings and fast paced work environments that allows for a calm, level head even during peak hours. Certified in safe food handling, and ready to become a good addition to the team.

Work History

2021-10 -
2022-05

Barista

Peet's Coffee, Irvine, CA

- Recommended products based on solid understanding of individual customer needs and preferences.
- Monitored supply levels at counter and maintained customer areas to meet typical demands.
- Created wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores.
- Constantly expanded personal knowledge of coffee styles and varieties.

2020-10 -
2021-06

Server/Head Food Runner

P.F. Changs, Irvine, CA

- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Bussed and reset tables to keep dining room and work areas clean.
- Cultivated warm relationships with regular customers.

Contact

Address

Irvine, CA, 92602

Phone

(415) 216-3565

E-mail

johnmichaelviraytan@gmail
.com

Skills

Point of sale operation

Excellent

Hospitality service expertise

Excellent

High-volume dining

Excellent

Dining area maintenance

Excellent

Food running

Excellent

Education

2020-09 -
2022-06

Bachelor of Arts: Drama

University of California, Irvine - Irvine, CA