

# Samuel Rocha

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Customer-focused individual with 7+ years in the food service industry in fast food and full service restaurants. Instrumental in resolving guests concerns and increasing their satisfaction levels with friendly and upbeat guest service. Collaborative communicator, able to multitask effectively in a fast-paced, deadline driven environment.

## Work Experience

Passarella, Cypress, Houston

*Server*, January 2023- Present

- Followed proper plate, wine, champagne, etc presentations and overall company fine dining procedures.
- Sold premium cocktails, bottles of wine, appetizers and desserts to each and every table especially for special occasions.
- Depth knowledge of food ingredients and preparation as well as wine and meal pairings.
- Maintained clean and sanitary work areas and tables

Pappasito's Cantina, Houston, TX.

*Trainer / Server*, March 2021- March 2023

- Ensured diners had a memorable and positive experience through the delivery of prompt, accurate service.
- Served large parties of up to 120+ guests while leading and directing a team to ensure customers utmost satisfaction.
- Trained multiple individuals in company standards and practices and provided constructive feedback to increase guest experience.

Raising Cane's, Pasadena, TX.

*Shift Manager*, October 2018 – December 2020

- Resolved challenging customer complaints to full satisfaction while ensuring brand loyalty and maximizing repeat business
- Applied knowledge of previous supply needs and forecasted business levels to estimate required supplies.
- Partnered with local schools, colleges, social services and community forums to invest in corporate social responsibility initiatives.

*Crew Member*, July 2015 – October 2018

- Consistently provided customer service to promote better customer engagement.
- Prepared menu items according to customers order or manager instructions while following approved standards.

## Certificates

Texas Alcoholic Beverage Commission (TABC) completed 01/2023

Texas Food Handler completed 01/2023

## Education

*San Jacinto Community College*, Pasadena, TX.

August 2015 - August 2016

*South Houston High School*, Pasadena, TX.

Graduated 2015