

# Tin Luu

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## EXPERIENCE

### **The Boiling Crab, Dallas Tx — Server**

May 2022 - October 2023

- Greeted guests and provided menus.
- Provided excellent customer service to ensure satisfaction.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Took orders from customers accurately and in a timely manner.
- Checked food before serving it to customers.
- Delivered food orders promptly and courteously.
- Monitored dining room for cleanliness and proper set-up at all times.
- Responded efficiently to guest inquiries and complaints in a professional manner.
- Ensured that each guest was served courteously, quickly, and efficiently.
- Accurately recorded orders on cash register and point-of-sale system.
- Performed opening and closing duties such as setting up the dining area, restocking supplies..
- Checked with customers to determine satisfaction with meals, promptly taking action to correct problems.
- Displayed enthusiasm and knowledge about restaurant's menu and products.
- Provided exceptional service to high volume of daily customers.

### **Hana Hibachi and Sushi, Garland Tx — Server/Manager**

February 2017 - May 2022

- Greeted guests and provided menus.
- Assisted in training new servers.
- Provided excellent customer service to ensure satisfaction.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Brought wine selections to tables with appropriate glasses and poured for customers.

## SKILLS

Order Management  
Food Running  
Supply Restocking  
Beverage Preparation  
Guest Engagement  
Safe Food Handling  
POS Operation  
High-Volume Dining  
Service Prioritization  
Dining Customer Service  
Price Memorization  
Cash Handling  
Positive and Professional  
Menu Knowledge  
Menu Presentation  
Liquor, Wine, and Food  
Service

## Certification

Texas Food Handler's License

TABC Certification

## LANGUAGES

English - Fluent  
Vietnamese - High level  
speaking proficiency  
Mandarin Chinese -  
Conversational level

- Assisted in preparing salads, appetizers and desserts to speed up food service.
- Checked identification to verify if guests meet minimum age to legally purchase or consume alcoholic beverages.
- Took reservations and to-go orders to streamline process for both customer and restaurant.
- Informed customers of daily specials and signature menu items.
- Collected dirty dishes and glasses from tables or counters, preparing areas for next diners.
- Explained menu items, describing ingredients and cooking methods upon request.
- Maintained polite and professional demeanor to patrons to encourage inquiries and order placements.

### **Casanova Hookah Lounge, Richardson Tx — Assistant Manager**

March 2015 - December 2016

- Provided guidance and support to junior staff members on daily tasks, projects, and objectives.
- Ensured compliance with safety regulations and company policies.
- Managed customer service inquiries and complaints in a timely manner.
- Resolved conflicts between team members in an effective manner.
- Maintained up-to-date knowledge of company products and services.
- Supervised daily operations including scheduling shifts, assigning duties.
- Served as a liaison between staff members and senior management personnel.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
- Delegated daily tasks to team members to optimize group productivity.

## **EDUCATION**

### **North Dallas High School, Dallas Tx — High School Diploma**

August 2008 - May 2012

### **Southern Methodist University, Dallas Tx**

August 2012 - May 2014

Biology Major, Chinese Minor

