

Diego Avila Ceballos

Birthdate: 02/22/2005

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Location: Houston, Texas

Objective

Detail-oriented and friendly server with multiple years of experience in providing excellent customer service in fast-paced dining environments. Seeking to contribute to a dynamic team in any work environment by ensuring guests have an outstanding dining experience.

Work Experience

Server

Marini's Pizza

27326 Robinson Rd STE 115, Oak Ridge North, TX 77385

October 2022 - February 2024

- Provided attentive and personalized service to guests, ensuring a pleasant dining experience in a high-volume pizzeria.
- Managed tables efficiently, handling multiple covers per shift while maintaining a high level of customer satisfaction.
- Took and processed customer orders accurately, including special requests, and relayed orders to the kitchen promptly.
- Upsold menu items and daily specials, contributing to increased revenue and guest satisfaction.
- Collaborated with kitchen staff to ensure timely and accurate delivery of orders.
- Resolved customer complaints and concerns with empathy and professionalism, turning potential negative experiences into positive outcomes.
- Assisted in training new servers, fostering a team-oriented work environment.
- Maintained cleanliness and organization of the dining area, ensuring compliance with health and safety standards.

Server

Sakekawa

The Woodlands, TX

June 2023 - January 2024

- Delivered excellent customer service in a high-end Japanese restaurant, catering to a diverse clientele.

- Efficiently managed multiple tables during peak hours, ensuring timely and accurate service.
 - Assisted guests in understanding the menu, including making recommendations for sushi, sashimi, and sake pairings.
 - Maintained a deep knowledge of Japanese cuisine and beverage offerings to enhance guest dining experiences.
 - Processed orders using the POS system, ensuring accuracy and efficiency in billing and payment transactions.
 - Worked closely with kitchen staff to coordinate the timely preparation and delivery of orders.
 - Ensured a clean and organized dining area, adhering to health and safety regulations.
 - Built strong relationships with regular customers, contributing to a welcoming and loyal customer base.
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Education

University of Houston

Houston, TX

Degree: Business

Expected Graduation: 2028

The Woodlands High School

Woodlands, TX

Graduated: May 2024

Skills

- **Customer Service Excellence:** Delivering exceptional service to ensure a positive dining experience.
- **Effective Communication:** Clear and professional interaction with customers and staff.
- **Multitasking and Time Management:** Efficiently handling multiple tasks in a fast-paced environment.
- **Menu Knowledge and Culinary Expertise:** In-depth understanding of menu items, including ingredients, preparation methods, and allergen information. Ability to recommend and upsell dishes.
- **Wine and Beverage Knowledge:** Familiarity with wines, cocktails, and other beverages, with the ability to make pairing recommendations.
- **Tablesides Preparation Skills:** Experience in performing tablesides preparations, enhancing the guest experience.
- **Conflict Resolution:** Skilled in calmly and professionally resolving customer complaints and handling service challenges.

- **Attention to Detail and Presentation:** Maintaining high standards in table setup and dish presentation.
 - **Training New Staff:** Experience in mentoring and training new servers to uphold service standards.
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Certifications

- Food Handler Certification
 - Alcohol Handler Certification
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Languages

- English (Fluent)
 - Spanish (Fluent)
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Interests

- School
- Gym
- Family