

# JOSEPH GONZALEZ

Hospitality and  
Service

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📍 Dallas, Texas

Skilled and energetic server with over five years of experience in fast-paced restaurant environments. Quick learner, highly trainable, and adaptable to diverse settings. Reliable team player with a strong focus on teamwork, growth, and delivering exceptional customer service. Passionate about sneakers, music, and sports, with a goal-oriented mindset and a commitment to excellence.

## WORK EXPERIENCE

### Yard House

2024-2025

#### Server

- Delivered attentive service in a dynamic environment blending sports bar energy, date night ambiance, and happy hour appeal, catering to diverse clientele.
- Promoted an extensive craft beer menu, signature cocktails, and shareable plates, enhancing guest experiences during peak happy hour and game-day rushes.
- Managed high-volume tables with precision, ensuring seamless service for couples, groups, and sports fans while maintaining a polished and welcoming demeanor.
- Coordinated with kitchen and bar staff to expedite food and drink orders, including gourmet appetizers and entrees, under tight timelines.
- Created a memorable dining experience by recommending pairings and specials tailored to romantic evenings or casual outings, boosting sales and guest satisfaction.

### Texas Roadhouse

2022-2024

#### Server

- Efficiently managed running sidework while maintaining assigned section, including restocking ice, beverages, napkins, and bread plates.
- Served as Back of House (BOH)/Front of House (FOH) checker and Head Wait during closing shifts, ensuring accurate tip reporting and organized receipts.
- Pre-bussed tables and expedited food delivery (hot appetizers and entrees), adhering to “full hands in, full hands out” standards.
- Greeted tables within 15-45 seconds, provided legendary service, and engaged patrons with respect and enthusiasm, inquiring about special occasions.
- Maintained a clean, safe, and professional environment by closing sections, sweeping, wiping tables/menus, and restocking condiments.
- Assisted in the grand opening, demonstrating adaptability and teamwork.

**Texas De Brazil**  
2021-2022

**Server**

- Delivered exceptional tableside service in a high-end churrascaria environment, carving meats and explaining menu options to guests.
- Maintained a polished and professional demeanor while ensuring a memorable dining experience for upscale clientele.
- Collaborated with team members to uphold fast-paced service standards, including table resets and beverage refills.
- Monitored guest satisfaction, promptly addressing needs and special requests to enhance their experience.
- Assisted with closing duties, including cleaning stations, restocking supplies, and preparing for the next shift.
- Demonstrated knowledge of Brazilian cuisine, wine pairings, and premium offerings to upsell and educate patrons.

**Buffalo Wild Wings**  
2017-2021

**Head Expo/Server**

- Opened and closed the restaurant, ensuring ticket accuracy and processing cash/credit card payments.
- Delivered plates, glassware, and baskets while informing guests of promotions and specials.
- Applied accurate date labels to frozen/refrigerated inventory and maintained hygiene standards.
- Worked high-demand night shifts, managing wing orders, tabs, and customer service simultaneously.
- Trained new staff as a Certified Company Trainer and handled phone orders and weekly shipments.
- Entered orders accurately in POS system and supported fellow servers through multitasking.

**SKILLS &  
INTERESTS**

- Certified Company Trainer (Buffalo Wild Wings, 2020) – Recognized for training and onboarding new staff in high-volume settings.
- Texas Roadhouse Legendary Service Award (2022) – Earned for consistently delivering exceptional customer service and upholding brand standards.
- Music enthusiast with a personal blog turned Instagram business.
- Passionate about sports, gaming, fashion, graphic design, and comedy.
- Actively learning about cryptocurrency, decentralized finance, non-fungible tokens (NFTs), and emerging digital trends.