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## MICHAEL CASTILLO

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### ◆ Professional Summary

Experienced and customer-focused food service professional with over 7 years of experience as a server in fast-paced, high-volume restaurant environments. Skilled in delivering exceptional guest experiences, managing multiple tables efficiently, and maintaining high standards of cleanliness and professionalism. Known for a friendly demeanor, attention to detail, and strong teamwork skills.

### ◆ Work Experience

#### Server

**Nicolas**, Plano, TX

*2017 – 2019*

- Delivered attentive and efficient service in a fine dining atmosphere, contributing to high customer satisfaction and repeat clientele
- Maintained up-to-date menu knowledge to accurately inform and recommend items to guests
- Worked collaboratively with kitchen and bar staff to ensure seamless guest service
- Maintained cleanliness and organization of dining area and adhered to food safety standards

#### Server

**Asiana Bistro**, Frisco, TX

*2010 – 2015*

- Provided fast and friendly service in a busy Asian fusion restaurant, handling up to 8 tables during peak hours
  - Processed orders accurately using POS systems and coordinated with kitchen staff for timely delivery
  - Resolved customer complaints calmly and professionally, improving overall guest experience
  - Trained and mentored new hires on service protocols and menu knowledge
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## ◆ Skills

- Table Service & Customer Interaction
- Point of Sale (POS) Systems
- Menu Knowledge & Upselling
- Team Collaboration
- Time Management
- Food Safety & Sanitation
- Conflict Resolution

## ◆ Education

**Heritage High School**, Frisco, TX — *Graduated 2014*

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