
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*
