

Mary Ann John

Experienced Waitress & Customer Service Expert

Phone:	734-763-3164	Accomplished waitress with over 10 years in high-paced dining, blending expertise in superb customer service and skilled drink mixing. Distinguished for elevating guest experiences through adept order management and resolving concerns with finesse, complemented by a knack for enticing food presentation.
Address:	541 Thompson Street Ann Arbor, MI 48109-1360	
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SKILLS

Customer Service | Efficient Communication | Upselling | POS System Management | Order Accuracy | Team Collaboration | Time Management | Conflict Resolution

EXPERIENCE

Santosa Hotels	2012 to Present
Chief Waitress	
<ul style="list-style-type: none">Described menu items and recommended dishes to guests, tailoring suggestions to individual preferences.Served dishes with professionalism and punctuality, ensuring a seamless dining experience.Calculated bills, managed payment processes, and provided accurate change.Maintained high standards of kitchen cleanliness, working collaboratively with the restaurant manager.Coordinated and allocated daily tasks among waitress staff to optimize restaurant operation.Assisted in maintaining reports for the monthly checks conducted by the Food Standards Agency.Successfully upsold menu items, increasing dessert and appetizer sales by 20% over a 6-month period.	

Kemph Lounge	2010 to 2012
Cocktail Waitress	
<ul style="list-style-type: none">Acknowledged and addressed guests' menu queries and preferences.Sold beverages and highlighted the "Kemph-Specialty" cocktails to the customers.Took orders and assisted in the preparation and presentation of the same.Managed table cleanliness by removing used items efficiently before and after guest seating.Relayed orders to the bar, ensuring accurate and timely delivery.Skillfully delivered food and beverage items to multiple tables simultaneously, ensuring optimal guest satisfaction.	

Holiday Inn Resorts	January 2010 to September 2010
Intern Waitress	
<ul style="list-style-type: none">Welcomed guests warmly and took orders with attentiveness.Ensured tables were promptly set before guest arrival and cleared after departure.Supported kitchen staff by assisting with food preparation when needed.Prepared and mixed beverages as requested by customers.	

EDUCATION

Humphry Institute of Business	2008 to 2010
AAS in Business Administration	
<ul style="list-style-type: none">Achieved a CGPA of 3.77Specialized in Food and Hospitality Management.	

DeVry Institute	2005 to 2008
Bachelor of Arts	
<ul style="list-style-type: none">Secured a CGPA of 3.81Majored in Culinary Operations.	

ACHIEVEMENTS

- As the Chief-Waitress, devised and implemented novel methods of serving, thereby reducing serving time by half.
- Promoted to Chief-Waitress from Assistant Waitress within 7 months and earned a 25.7% hike in salary.
- Demonstrated excellent hospitality etiquette enhancing the patrons' positive feedback by 30%.
- Increased the sale of daily specials and signature dishes by 60% through effective promotion.
- Worked dedicatedly towards implementing and adhering to WHO-approved hygiene guidelines in the service zone.
- Earned the ‘**Most Consistent Performer**’ award twice (2012, 2013)

CERTIFICATIONS

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- Certified Food and Beverage Executive (CFBE) - 2020
- Food Safety Manager Certification - 2019

PROFESSIONAL MEMBERSHIPS

- National Restaurant Association
- International Food Service Executives Association

LANGUAGES

English (Native), Spanish (Conversational), French (Basic)

ONGOING PERSONAL DEVELOPMENT

Effective Communication Workshop:
Engaged in a workshop focusing on enhancing interpersonal and professional communication skills, which is critical for the service industry.

PERSONAL INTERESTS

- Exploring diverse cuisines and culinary trends.
- Crafting homemade beverages and mixology.
- Attending local culinary events and food markets.
- Participating in cultural festivals and culinary practices.
- Engaging in food and event photography for presentation insights.