

William Hodge

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Motivated, adaptable and reliable team player looking to secure a challenging position in a reputable organization to expand my learning, knowledge and skills.

Experience

2021 – 2022

Server, The Palm

- Displayed advanced customer service competencies in every position held-ensured all guest received prompt and attentive service.
- Thrived within high-volume environments, serving up to 240 guests.
- Maintained ongoing communication with guests helping them with high menu and wine knowledge.
- Took care of private parties of 16 or more, giving them exceptional fine dining service

2020 - 2021

SERVER, *Tin Lizzy's*

- Provided excellent customer service to patrons in the restaurant
- Coordinate to fellow coworkers on the shift
- Handle big parties of 10 or more

2017 - 2020

server, café intermizzo

- Worked in very fast paced establishment serving patrons needs in one of the busiest airports in the country
- Assumed the role of lead server on shift
- Assigned duties to other servers
- Handled large sums of money

2016 - 2017

server, Chicken & beer

- Provided excellent service to patrons of restaurant by ensuring all needs were met
- Coordinated shift assignments to other servers
- Established rapport with returning customers which assisted in tailoring to dining needs

2012- 2016

team lead/server, tgi friday's

- Delivered excellent service by greeting and serving customers in a timely and friendly manner
- Coordinated shift assignments with other staff
- Exceeded daily sales by suggesting additional entrees and informing daily specials to guests
- Exhibited flexibility and reliability by working double shifts and being available seven days a week

2008- 2012

guest relation/server, Cheesecake factory

- Displayed full knowledge of cheesecakes, entrees, and beverages offered
- Established guest relationships by having returning guests requesting my assistance
- Individually grossed sales in excess of 100k per year

Education

May 2003

BACHELOR OF COMMUNICATIONS, Morris Brown College

Radio/Television/Film

Skills

- Honored as a proud team member of two companies nationally recognized for excellence
- Exceptional interpersonal and communication skills
- Committed to safety, growth and development of children
- Ability to multitask in high stress environments

