

HORACIO XIONG

Banquet Server

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📍 Lexington, KY

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WORK EXPERIENCE

Banquet Server

Hyatt Regency Lexington

📅 2020 - current 📍 Lexington, KY

- Maintained a positive attitude during negotiation with customers to help de-escalate concerns, **reducing time-to-resolve by 18%**
- Spearheaded vendor partnerships with 4 local breweries and farms to provide quality dishes and support local businesses, increasing customer satisfaction by 23%
- Trained 6 new servers, **decreasing time-to-productivity by 43%**

Host

Red Lobster

📅 2016 - 2020 📍 Lexington, KY

- Greeted guests within 8 seconds of entry and **confirmed reservations to seat guests at open tables.**
- **Managed 100% of reservation bookings** by providing phone and email reminders, reducing no-shows by 11%
- Recommended menu items to guests based on allergies and personal preferences, increasing customer satisfaction by 12%

Server

The Cheesecake Factory

📅 2013 - 2016 📍 Lexington, KY

- Answered questions regarding promotions, sales, and specials, **increasing sales by 4%**
- Relayed guest orders to kitchen staff with 96% accuracy
- Upsold high-margin desserts and beverages to tables celebrating events, increasing revenue by 13%
- Implemented ending-shift checklist, **increasing efficiency by 12%**

Assistant Server

Cheddar's Scratch Kitchen

📅 2009 - 2013 📍 Lexington, KY

- Gauged and relayed wait times with **94% accuracy to guests**
- Assisted servers by rolling utensils, cleaning menus, and bussing tables during peak hours, **increasing efficiency by 7%**

EDUCATION

High school diploma

Henry Clay High School

📅 2009 - 2013

📍 Lexington, KY

SKILLS

- Time Management
- Written/Verbal Communication
- Customer Service
- POS Systems
- Computer Literacy
- Cleaning
- Basic Math
- Memorization