





CÉSAR CABAL

Restaurant Worker

CONTACT

ccabal43@gmail.com 
(123) 456-7890 
Pittsburgh, PA 
[LinkedIn](#) 

EDUCATION

High school diploma
Quaker Valley High School
2006 - 2010
Leetsdale, PA

SKILLS

Compassionate
Adaptable
Multi-tasking
Teamwork
Critical Thinking
Verbal Communication

CAREER OBJECTIVE

Seasoned Restaurant Worker with 10+ years of experience. Looking to utilize extensive front of house experience in communication, customer service and levelheadedness at a 75 table highly-respected establishment like Heirloom.

WORK EXPERIENCE

Restaurant Server

Teratelli's Restaurant

2014 - current / Pittsburgh, PA

- Attained recognition as employee of the year in 2016 and 2019 for creating a welcoming customer environment and generating the highest year-end revenue.
- Outperformed yearly server sales targets for 5 straight years by suggesting high-margin dishes to diners based on unique preferences and needs.
- Spearheaded new-server development program, coaching 10+ servers per year on best practices and strategic up-selling, increasing revenue by 10%.
- Collaborated with colleagues, creating systems to rebalance staffing needs during busy hours, reducing staff stress and turnover by 15%.
- Presented dish descriptions to precise chef standards, receiving 99% positive table card reviews.
- Communicated information on 25+ menu items to guests, answering questions on ingredients, cooking preparation, and dietary restrictions promptly.

Restaurant Hostess

Outback Steakhosue

2012 - 2014 / Pittsburgh, PA

- Achieved 99.5% ratings on customer feedback for maintaining a polite, attentive attitude towards guests, even during peak hours, events and holidays.
- Handled reservation calls and guest inquiries, while simultaneously seating 500+ guests per night.
- Pioneered the formation of an online reservation and order system, reducing phone reservation time by 25%.
- Charted restaurant seating map, allowing for seating requests from guests while being mindful of server loads.
- Seated guests, informing them on daily specials and specialty drinks, aiding in a 15% rise in profit during 2013.

Cashier

Tellapint Ice Cream

2010 - 2012 / Pittsburgh, PA

- Surpassed guests expectations, greeting guests within 15 seconds of store entry, providing free samples, and maintaining a charismatic, patient, and welcoming demeanor.
- Executed cash and card transactions properly for 250+ customers per day, issuing change and ensuring transactions and receipts matched.
- Exceeded sales targets by 18% by recommending double-scoops, toppings, sundaes, and checkout items such as cookies and brownies.
- Expanded selections based on consumer preferences, including the addition of high-profit add-ons like syrups, and whipped cream, increasing revenue by 3%.
- Operated with the highest level of accountability, missing 0 shifts and arriving on time for 100% of shifts.