

# *Simon R. Gilbuena*

## *Head Waiter*

**Address:** Catbalogan Samar, Philippines 6700

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## *Professional Summary*

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Friendly Barista with great people skills and sales experience. Dedicated to creating personalized customer experiences while offering expertise in coffee production, and preparation. Strong knowledge of roasting and brewing, with enthusiasm for promoting sustainable and fair-trade coffee. Motivated Service Worker with exceptional social skills, communication abilities and customer service background. Dedicated to following health and safety guidelines and handling food items properly. Pursues every opportunity to support team members and proactively address issues. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Detail-oriented Barista excels in fast-paced coffee shop. Skilled at making specialty coffee and tea drinks, creating attractive product displays and contributing to safe and welcoming cafe environment. Extensive knowledge of coffee brewing procedures and customer service. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level [Job Title] position. Ready to help team achieve company goals. Experienced Barista with wide range of coffee and tea knowledge. Successfully serves customers in high-traffic coffee shops. Superior customer service skills and commitment to product quality and operational efficiency. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Reliable employee seeking [Job Title] position. Offering excellent communication and good judgment. Experienced [Job Title] with over [Number] years of experience in [Industry]. Excellent reputation for resolving problems and improving customer satisfaction. Enthusiastic [Job Title] eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of [Task] and training in [Skill]. Motivated to learn, grow and excel in [Industry]. Dedicated [Industry] professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

## *Skills*

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- Sandwich preparation
- Smoothie making
- Beverage preparation
- Menu memorization
- Point of sale operation
- Ordering procedures
- Health codes compliance
- Sales proficiency
- Leadership experience
- Coffee expertise

## ***Work History***

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**2022 May – Current Barista**  
***Bestea/ Albert Babon Abilar***

- Monitored supply levels at counter and maintained customer areas to meet typical demands.
- Recommended products based on solid understanding of individual customer needs and preferences.
- Created wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores.
- Restocked display cases with attractive arrangements to promote specialty food items like bagels and muffins.
- Cleaned counters, machines, utensils and seating areas daily.
- Memorized ingredients and recipes for wide variety specialty drinks.
- Developed coffee beverage menu, recipes, specialty coffee drinks and appropriate menu pricing.
- Handled and resolved customer issues and complaints with professionalism and tact to drive customer satisfaction and repeat business.

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**2021 January - April 2022 Head Waiter**  
***Gyeonggi Samgyupsal Catbalogan/ Gracia Radomes***

- Kept server areas clean and stocked to increase efficiency while working tables.
- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Checked identification for minimum age for sale of alcoholic beverages.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals and walk-in business.
- Remained calm and poised when dealing with difficult customers or during busy shifts.
- Stored food in designated containers and storage areas to increase shelf life, improve kitchen organization and provide easy access during busy peak service times.
- Informed customers about daily and seasonal specials.
- Quickly reset and cleaned up tables after customers left to enable speedy turnaround and guest flow.

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## ***Education***

**Samar State University Catbalogan City**

**Bachelor of Science Industrial Electrical Technology**