

GOALS

The food and hospitality industry is my passion, and I look forward to dedicating the rest of my career on a chic establishment that shares my values and views. Given my extensive experience the next natural move in my career is a **maitre d' position** in a Chic Hotel or Restaurant, preferably in London, although I am open to relocate.

EDUCATION

Restaurant Operations Management
London College of Hospitality
2020

Restaurant & Hotel Management
Higher School of Hotel Management and Tourism of Estoril
2013 - 2015

LANGUAGES

English - **Bilingual** - C2

Spanish - **Bilingual** - C1

Portuguese - **Native** - C2

French - **Advanced** - B1

German - **Basic** - A1

HARD SKILLS

Serving skills ●●●●●●

Restaurant Ops. ●●●●●●

Wine pairing ●●●●○○

POS systems: ●●●●●○

SAP, toast,
TouchBistro

REFERENCES

Reference 1

Contact reference 1

Reference 2

Contact reference 2

FIND OUT MORE ABOUT ME

Visit the following QR code to find more about my studies, career, interests and more.



ANDRÉ GOMES

Professional Waiter with international experience

✉ hello@cvonline.me

☎ +44 666 999 333

📍 London, UK

PROFILE

I am a professional and enthusiastic waiter with more than 8+ years of experience in the hospitality and food industry, working in a wide range of fast-paced restaurants, events catering and Hotel Food & Beverage departments in the United Kingdom, Portugal and Spain. I have been told I have high **Interpersonal communication skills** and am fluent in **English, French, Spanish and Portuguese**. I am a detail-oriented waiter with passion for international cuisine as well as beverages, including **sommelier** and **cocktail-making** skills. I also have **strong upselling skills** while still delivering a first-class customer service experience to covers.

WORK EXPERIENCE

BREAKFAST BUFFET AND DINNER WAITER

05/2019 - 07/2020

Three O Two, at H10 London Waterloo, London, UK

The H10 London Waterloo is a 4-star Hotel in central London's South Bank. As a waiter in the daily **breakfast service buffet**, my main duties were:

- Set up and clearing tables during the whole service.
- Accommodating guest and taking orders for hot dishes and coffee
- Delivering orders for omelettes, crêpes and other hot dishes.
- Assisting **over 300 guests per service** with their needs.

Working high-volume evening shifts at the "Three O Two" restaurant my duties were:

- Greeting guests, offering the menu and giving expert **wine pairing recommendations**
- Managing orders and communicating them to the kitchen
- Serving drinks, desserts, hot and cold dishes
- Managing **POS systems** in cash or card, resolving possible order entry issues

In 2020, the restaurant's Reviewpro satisfaction rating improved from 4 to 4.5/5.

WAITER & HEAD WAITER

01/2017 - 02/2019

Reid's Palace****, Funchal, Madeira, Portugal

Seafront 5-star boutique hotel with a maximum capacity of about 330 guests and **5 restaurants**. I started as a waiter and climb the ladder to head waiter at Ristorante Villa Cipriani. Taking care of **100+ covers per service** and a menu of 60+ dishes and a **wine menu of more than 100 stocks**, my main duties were:

- Guest greeting and establishing meaningful relationships with guests that ate at the restaurant for several days during their stay
- Introducing the menu, dish of the day and giving **recommendations**
- Typical **sommelier duties**, recommending wine pairings
- Food and beverage service, including **fresh fish de-boning**

During my time at Reid's Palace, I had the honor of receiving over 100 reviews where guests explicitly mentioned my name and thanked me for my service.

BARMAN & WAITER

09/2014 - 05/2015

The New Conservatory, Leeds, Reino Unido

During my study abroad semester, I worked as a bartender and waiter in a chic pub in Leeds:

- Taking orders, serving food and drink at **the bar**, opening and closing tabs with card POS
- Efficiently **promoting specials** and upselling certain menu items and drinks
- Clearing, sanitizing and setting up tables during service

The main challenge was to memorize the menu of over 300 beer, wines and cocktails

CATERING SERVER, HOST, WAITER AND BARMAN

04/2013 - 09/2016

Wide range of events in the greater Lisbon and Estoril area

I combined my studies with working as a catering server on banquets and all kind of events, from weddings to corporate events. I organized more than 60 events as a host/waiter taking place in venues ranging from open air gardens to 16th century palaces. My main duties were:

- **Setting up tables** with different dispositions as well as clearing and cleaning them up
- Effectively **served food and beverage for 100 to 300** attendees.