

Justin M. Borge

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Seeking Position As:

Food & Beverage Service Professional

Dependable, punctual, and hardworking Food & Beverage Service Professional with 5+ years of combined experience in cafés and restaurants, and front desk responsibilities at a youth hostel.

Early exposure to management responsibilities in the retail industry developed and instilled excellent time management skills, multitasking skills, strong communication skills, keen attention to details, and the exceptional ability to effectively deal with customers and staff.

Personable, charismatic, and confident team player; quick learner, passionate about coffee, travel and culture. Providing excellent customer service is second nature, even during rush service hours; highly trustworthy and able to work with little to no supervision. Willing to work long hours and relocate onsite as needed. Open to opportunities for formal training in specialized skills related to food service and hospitality.

- ✦ Food and Beverage Service
- ✦ Retail Inventory
- ✦ Communication & Organization
- ✦ Customer Service Excellence
- ✦ Project Management
- ✦ Teambuilding & Leadership

Professional Experience

Phil'z Coffee

Oct 2009 to Present

Food & Beverage Server
San Francisco, CA

- ✦ Greeted customers every time they enter or exit the café; presented menus, made recommendations and answered questions regarding beverages (coffee-based and non-coffee based) and food on the menu.
- ✦ Took orders and repeated orders to customers before accepting payment and processing them into a POS; presented receipt to customers; prepared coffee based beverages as ordered; assembled the food and beverages on trays; served food and beverages to customers.

Hostelling International Fisherman's Wharf

Mar 2009 to Present

Live-In Food & Beverage Server/ Sandwich Crafter/ Front Desk Clerk
San Francisco, CA

- ✦ Greeted customers every time they enter or exit the café for breakfast or lunch rush; presented menus, made recommendations and answered questions regarding beverages and food on the menu.
- ✦ Took orders and repeated orders to customers before relaying them to kitchen and bar staff; prepared coffee based beverages as ordered; assembled the food and beverages on trays; served food and beverages to customers at their tables.
- ✦ Presented order bill to customers and accepted cash or credit/debit card payments; processed payments into a POS; presented receipt to customers with change and/or credit/debit card.
- ✦ Signed in arriving guests and assigned rooms at the hostel's front desk from time to time; answered inquiries about hostel services and registration by e-mail, phone or in person.

- ✦ Provided information about services available in the surrounding community and responded to guests' complaints.
- ✦ Compiled and checked daily record sheets, guest accounts, receipts and vouchers using a computerized system.
- ✦ Presented statements of hostel charges to departing guests; received and processed cash and credit/debit card payments.

Starbucks Coffee Company

Feb 2007 to Apr 2009

Food & Beverage Server

Berkeley, CA

- ✦ Greeted customers every time they enter or exit the store; made recommendations and answered questions regarding beverages (coffee-based and non-coffee based) and food on the menu.
- ✦ Took orders and repeated orders to customers before accepting payment and processing them into a POS; presented receipt to customers; prepared coffee based beverages as ordered; assembled the food and beverages on trays; served food and beverages to customers.

Eezy Freezy Market

June 2008 to Oct 2008

Manager

San Francisco ,CA

- ✦ Supervised and coordinated 5 staff members; assigned sales workers to duties and prepared work schedules; hired and trained new staff.
- ✦ Sold merchandise items to customers; authorized check and credit card payments and the return of merchandise items
- ✦ Resolved problems that are escalated to management, such as customer complaints and supply shortages
- ✦ Maintained specified inventory and order merchandise; arranged for reorder of merchandise
- ✦ Prepared weekly and monthly reports regarding sales volumes, merchandising and staffing matters

Technical Skills

Microsoft Office Suite ✦ Internet Explorer ✦ Point-of-Sale Systems
82 words per minute typing speed, 98% accuracy

References Gladly Provided Upon Request