



# Leo D'Angelo

Fine Dining Waiter

## CONTACT

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United States, New York, NY

## EDUCATION

### Certificate in Hospitality Management

New York University, Graduated: May 2017

### Certifications

- ServSafe Food Handler**, June 2023
- Wine Service Certificate**, March 2022

## PROFESSIONAL SUMMARY

Highly skilled Fine Dining Waiter with experience delivering exceptional customer service in high-end restaurants. Known for expertise in wine pairing, fine dining etiquette, and providing personalized dining experiences to guests. Seeking to contribute my expertise and passion for hospitality to a prestigious establishment.

## EXPERIENCE

### Fine Dining Waiter

2019 - Now

#### The Plaza Hotel, New York, NY

- Provide high-quality service to up to 20 guests per shift.
- Assist with the selection of wines, cocktails, and other beverages, ensuring a tailored experience for each guest.
- Ensure that guests' needs are met promptly and professionally, always maintaining a positive and welcoming attitude.
- Supervise and train junior waitstaff, ensuring the highest standards of service are maintained.
- Handle inquiries, resolve complaints, and ensure satisfaction.

### Waitstaff

2017 - 2019

#### Le Bernardin, New York, NY

- Worked as a waiter at a Michelin-starred restaurant, supporting the headwaiter in managing guest services.
- Delivered food and beverages in accordance with the restaurant's strict service protocols.
- Promoted wine selections and assisted in pairing options for guests, enhancing their dining experience.
- Assisted in managing reservations and accommodating requests.

## ★ SKILLS

Extensive knowledge of fine dining etiquette	★★★★★
Wine and beverage pairings	★★★★★
Multilingual (English, Spanish, Italian)	★★★★★
Conflict resolution	★★★★★
Table setting and preparation	★★★★★
POS system proficiency	★★★★★
Exceptional customer service skills	★★★★★
Ability to manage multiple tables simultaneously	★★★★★