



LIAM MCCALLION

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OBJECTIVE

Dedicated and reliable professional with 4 years of experience in retail and customer service seeking a position at Costco. Committed to providing exceptional service and contributing to a positive shopping experience while maintaining high standards of store operations.

EXPERIENCE 7/2021 - PRESENT

AMC Brentwood, CA - Crew Lead, - As a crew lead, I train and support theater crew to execute, monitor, assist and coordination of safe and clean environment

- Taking customer orders with a friendly demeanor, providing attentive and outstanding service
- Train each newly hired employee in all positions
- Work as a cashier, making sure that all food sold is accounted for
- Hot foods assembler, assisting the food and beverage team by ensuring consistent food quality, prepare orders in a short period of time and prepare menu items in accordance with established recipes and guidelines
- Greeter, welcome customers making them feel comfortable while making sure they have the appropriate tickets
- Ticket sales, greeting customers
- Checking in deliveries making sure that the ordered product is received in good condition, fresh and accounted for
- Ushering auditoriums, making sure that each theatre is cleaned and set up for the next movie
- Alcohol compliance monitor, making sure that all patrons have paid for alcohol and are over the age of 21

Experience Bjs Server 2021-2023

- Greet guests warmly with a friendly smile and positive body language as the first point of contact.
- Escort guests to their table, ensuring comfort and managing wait times efficiently.
- Present menus, inform guests of daily specials, and answer any immediate questions.
- Listen carefully to each guest's order, noting any special requests, dietary restrictions, or allergies, and confirm accuracy by repeating the order back.
- Be familiar with the entire menu, including ingredients, preparation methods, and portion sizes, to answer questions and make recommendations.
- Suggest upgrades, popular dishes, or beverages that pair well with the meal.
- Coordinate with kitchen and bar staff to ensure orders are fulfilled correctly and delivered promptly.
- Serve food and beverages with attention to detail, ensuring dishes look appetizing and are served at the correct temperature.
- Monitor beverage levels and offer refills on soft drinks, water, or other beverages.
- Regularly check in with guests to ensure their satisfaction, address additional needs, and handle any issues professionally.
- Clear dishes, glasses, and utensils promptly, reset tables for the next guests, and maintain a clean and organized workstation.

- Adhere to all sanitation and safety guidelines, including proper handwashing, food handling, and maintaining personal hygiene.
- Process payments accurately, whether handling cash, credit card transactions, or splitting checks.
- Calculate and distribute tips according to company policy if the establishment has a tipping system.
- Handle guest complaints by listening attentively, showing empathy, and offering solutions that align with restaurant policies, involving a manager if necessary.
- Stay informed about daily specials, new menu items, and promotions, and be ready to describe and recommend them to guests.
- Maintain a strong understanding of the beers offered, including flavor profiles, alcohol content, and food pairings, and serve alcoholic beverages responsibly.
- Complete assigned side work, such as restocking supplies, cleaning areas, or preparing the station for the next shift.
- Help with closing duties, including counting tips, filling out reports, and preparing the dining area for the next day.

Experience Bjs Food Runner 2023-2024

- **Deliver Food and Beverages:** Transport food and drinks from the kitchen to the appropriate tables, ensuring that each order is delivered promptly and to the correct guest.
- **Verify Orders:** Double-check each plate before leaving the kitchen to ensure the order is complete, accurate, and presented according to the restaurant's standards.
- **Assist Servers:** Work closely with servers to help deliver orders quickly, allowing them to focus on taking care of guests and handling other tasks.
- **Maintain Cleanliness:** Keep the service areas clean and organized, including clearing and wiping down trays, counters, and any other areas used during service.
- **Communicate with the Kitchen:** Relay any special requests or issues with orders to the kitchen staff, ensuring that guests' needs are met.
- **Refill Supplies:** Ensure that the kitchen and service stations are stocked with necessary supplies such as plates, utensils, and condiments.
- **Handle Complaints:** If a guest has an issue with their order, relay the information to the server or manager promptly, so it can be addressed.
- **Maintain Speed and Efficiency:** Move quickly and efficiently through the dining area, ensuring that food is delivered while it's still hot and fresh.
- **Assist with Setup and Breakdown:** Help set up and break down service areas before and after shifts, including arranging tables, chairs, and restocking supplies.
- **Observe Food Safety Practices:** Follow all food safety guidelines, including proper handling and hygiene practices, to ensure the safety and quality of the food being served.
- **Customer Interaction:** Occasionally interact with guests when delivering food, answering basic questions or directing them to their server for further assistance.
- **Support Team Members:** Assist with tasks beyond food running when needed, such as clearing tables or restocking items, to help maintain smooth restaurant operations.

Experience Bjs Quality Fast /Expo

- **Order Accuracy:** Review every order as it comes out of the kitchen, ensuring that each dish matches the ticket and is prepared according to the guest's specifications.

- **Food Presentation:** Inspect the presentation of each dish, ensuring it meets the restaurant's visual standards before it is delivered to the guest.
- **Coordinate with Kitchen Staff:** Communicate effectively with the kitchen team to ensure that all components of an order are ready at the same time and can be served together.
- **Prioritize Orders:** Manage the flow of tickets to ensure that orders are prioritized correctly, minimizing wait times and ensuring that food is served hot and fresh.
- **Handle Special Requests:** Ensure that any special requests, such as allergy modifications or dietary restrictions, are accurately fulfilled and clearly marked.
- **Communicate with Servers and Runners:** Work closely with servers and food runners to ensure that completed orders are delivered promptly and to the correct tables.
- **Quality Control:** Monitor the quality of the food coming out of the kitchen, sending back any dishes that don't meet the restaurant's standards for taste, temperature, or presentation.
- **Maintain Cleanliness and Organization:** Keep the expediting station clean, organized, and stocked with necessary supplies such as plates, utensils, and garnishes.
- **Support the Kitchen During Peak Times:** Assist the kitchen during busy periods by helping to plate dishes, garnish plates, or expedite orders more quickly.
- **Communicate Timing:** Coordinate timing between different kitchen stations to ensure that all components of a dish are ready to be served together.
- **Resolve Issues:** Quickly address any issues that arise, such as missing items, incorrect orders, or delays, and communicate these to the appropriate staff to ensure swift resolution.
- **Prepare for Service:** Ensure that the expediting station is prepped and organized before service begins, including setting up tickets, supplies, and necessary tools.
- **End-of-Shift Duties:** Assist with closing duties, such as cleaning the expo station, organizing tickets, and preparing the area for the next shift.

PERSONAL INFORMATION

Please feel free to request numbers from any of my current colleagues or supervisors.

EDUCATION

Heritage High School – Brentwood, Ca - Diploma

DVC Community College, Pleasant Hill, Ca – Associates

Los Medanos Community College, Pittsburg/Brentwood Ca - Associates

Truckee Meadows Community College, Reno Nv - Current

University Of Reno Nevada, Nv – current

REFERENCE
