

Gregory DeVico

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Experience

Walt Disney World Parks and Resorts

06/13 – 01/14

Pinocchio Village Haus

- Ensured that safety and quality standards were met
- Learned how to work well under pressure at the third busiest restaurant in the Walt Disney Company
- Learned how to maximize the flow of the restaurant by controlling the flow of the guests in the most efficient way
- Ensured that all the food was up to par, and that the guest was satisfied with what they ordered

The Meatball Shop

08/12 – 05/13

Food Runner

- Assisted the servers with running food and beverages to tables as well as assisting the bus staff
- Building team work

Aqua Grille

05/06 – 08/11

Server

- Took food and drink orders, as well as mastering my timing technique
- Took and made orders, assisted with opening and closing the restaurant
- Assisted fellow co-workers when needed, thus building team work as well as a higher turnover rate of tables

Host

- Took phone reservations as well as maintaining a book of reservations and being careful not to over book
- Responded to customer complaints in a timely and professional manner

Bus Boy

- Provided basic table service, from filling the guests water glass and bringing them a basket of bread to clearing the plates from the table at the appropriate time and ending it with cleaning and resetting the table

Education

New York City College of Technology

08/12 - Present

Hospitality Management

Plymouth State University

08/11 – 05/12

Hospitality Management

Skills

I'm a people person who loves to make somebody's day and put a smile on his or her face. I enjoy helping people out in anyway that I can. I get along with just about anybody and I deal well with confrontation because I don't get agitated easily and I'm very patient. I'm also a very punctual person. On top of all that I take pride in everything I do.

Proficient in Microsoft Office, and experience with PC computer systems. Well-developed verbal, written, and interpersonal communication skills; high level of professionalism and ability to work independently, or on a team. Strong leadership skills and organizational talents and also artistically creative and inventive.

ServSafe Certified

Aloha, Micros, and Posttouch proficient