

Anastasia Sirotina

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1034 Pennsylvania Ave. #101 Miami Beach, FL 33139

EXPERIENCE

Mimi Chinese

Server

- Explain the menu and restaurant concept as well as daily specials, offer appropriate suggestions
- Ensure all food and beverage orders are accurately taken and delivered in a timely manner
- Respond to guest inquiries and requests promptly and courteously, follow up throughout their dining experience
- Assist with bar operations, prepare set ups and ingredients for the cocktails

Miami Beach, FL
November 2024 - Current

Faena Hotel

Server at PAO

- Served and hosted dinners as well as private events for up to 250 guests
- Assisted restaurant manager with weekly beverage inventory and daily reports
- Provided maximum level of guest service while maintaining Forbes Standards designed for luxury hotels
- Trained interns on serving techniques, menu and preparation knowledge, maintaining and organizing work area

Miami Beach, FL
January 2021 – October 2023

The Setai Miami Beach

Server at Jaya

- Provided and maintained a memorable Five Star service experience through personalized service
- Conducted new hire trainings and their continuous developments
- Assisted other F&B Outlets during busy periods to maintain high quality service
- Worked private events and banquets for up to 400 guests
- Served breakfast, brunch, dinner as well as cocktails in a high-volume restaurant

Miami Beach, FL
September 2018 - November 2020

The Beverly Hills Hotel

Server at Polo Lounge

- Ranked Top 100 Restaurants in America. Average 600 covers a day in a 3-meal restaurant
- Assisted high profile guests with special occasion arrangements such as private business meetings, birthdays, anniversaries, bachelorettes etc.
- Completed opening/closing side duties and ensured all the set-ups are complete
- Collaborated with the kitchen and management through POS and verbally to maximize customer satisfaction and prevent any complaints
- Maintained complete knowledge of restaurant and bar menu, including daily specials as well as offered suggestions to drive sales

Los Angeles, CA
October 2016 – July 2018

The Setai Miami Beach

Server at the Grill

- Greeted and welcome the guests upon arrival and provided warm farewell
- Offered tasting menus according to the guest preferences, allergies and dietary restrictions
- Carried out tasks like food running, expediting, order taking and assisting other team members
- Collaborated with the culinary team in providing exceptional experience throughout the dinner

Miami Beach, FL
March 2014 – September 2015

The Langham Hotel

In-Room Dining Coordinator/ Server

- Delivered In-Room Dining orders and amenities according to the hotel standards
- Prepared daily forms for their consecutive resolution such as the amenity log, menus, private bar forms, and BEO check lists
- Communicated with the kitchen and FOH team in regards of any special arrangements or restrictions hotel guests have in profile
- Managed a team of servers to organize presidential and in-suite events

Chicago, IL
March 2013 – March 2014

EDUCATION

Bachelor Degree in Hospitality Management

Louis University (Les Roches Program)

Chicago, IL
September 2010 - June 2013

QUALIFICATIONS

Technical Skills Microsoft Office (Word, Excel and Power Point), MICROS, Agilysys, Aloha, Open Table, Opera, HotSOS, Toast

Additional Skills Customer Service, Communication, Attention to Detail

Certificates ServSafe, Food Handler, TIPS