

Joshua Galang

joshgalang20@gmail.com / (510) 876-2279

WORK EXPERIENCE

Gogi Korean BBQ & Hotpot

Oct. 2022 – July 2023

Server

Elk Grove, CA

- Ensured guests have clear understandings of restaurant protocols and guided them through dining experience
- Executed opening and closing duties, maintaining cleanliness of restaurant
- Understood all front-of-house positions and willingly volunteered whenever help was needed
- Provided excellent customer service in fast-paced environment
- Memorized extensive food menu of 100+ items

Oz Korean BBQ

Aug. 2021 – Oct. 2022

Lead Host

Elk Grove, CA

- Greeted and engaged with customers with warm welcomes and escorted them at their tables
- Informed guests of the various policies regarding dining, and our waitlist and reservation system
- Provided solutions to resolve customer conflicts efficiently
- Operated POS skillfully to communicate orders to the kitchen and to pay out guests
- Trained numerous new hosts on how to engage with customers, operate our seating system, and resolve customer conflicts under a high-productivity environment
- Improved restaurant sales by optimizing the seating system. Managed waitlists of 100+ parties, prioritizing for guests to be seated before or within their estimated time, ensuring customer satisfaction

Dick's Sporting Goods

July 2020 – May 2021

Cashier/Footwear Associate

Fremont, CA

- Operated the POS cash register quickly and accurately
- Assisted customers with questions relating to products, promotions, and returns
- Maintained cleanliness and presentation of footwear department
- Provided knowledge of footwear products to customers

EDUCATION

San Jose State University

2023 - Current

Management Information Systems Major

Cosumnes River College

2021 - 2023

- A.S in Business Administration
- Graduated 3.3 GPA

SKILLS

- Leadership and team-oriented
- Ability to work in high-stress, fast-paced environments
- Excels in customer service
- Effective time management
- Intentional speaking and attentive listening