

# Rootz Hill's Grillhouse

*Student Name Removed*

**Employer:** *City Hill Company (Guam) LTD, Guam Plaza Resorts and Spa; Rootz Grillhouse*

**Start/End Date:** *August 23-September 27*

**Hours worked:** *135 Hours*



# Skills

## Customer Service Skills

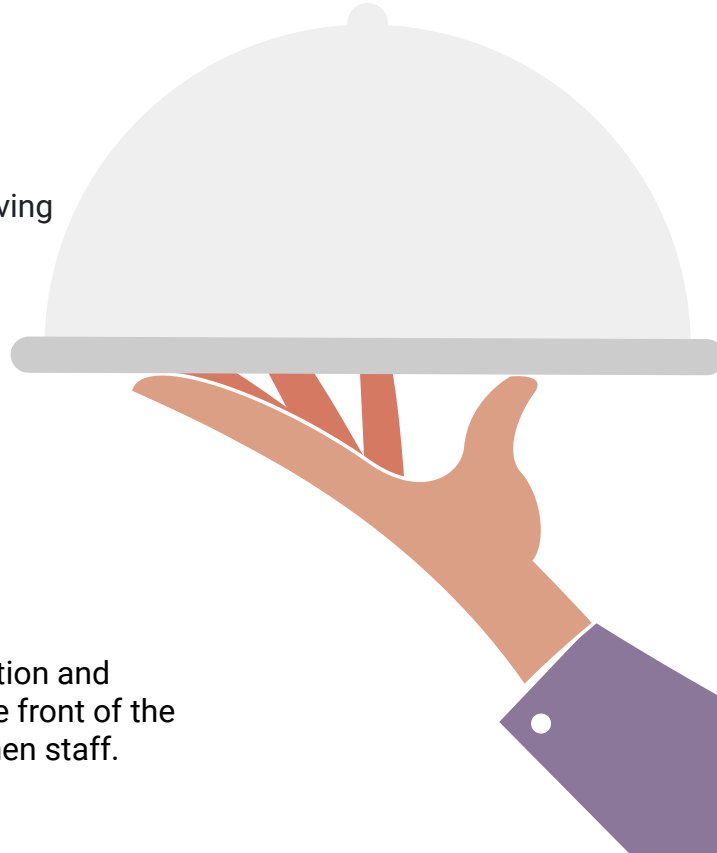
active listening, empathy, problem-solving and communication.

## The ability to work well with others

a high level of communication and understanding between the front of the house, wait staff, and kitchen staff.

## Memorization Skills

Memorize the food and drink menu and other chef special menu.  
Memorize orders of the customers.



# Observation about management and supervision

- Effectively managing employees
- Overseeing operations
  - Handling customer complaints
- Generating financial reports



# Training Checklist

- ☐ How to use the Micros?
- ☐ How to set-up for the Buffet Station?
- ☐ How to fold the napkins?
- ☐ How to prepare table for Ala Carte?
- ☐ How to take orders?
- ☐ How to open a wine bottle and to pour?
- ☐ How to provide proper and formal service?
- ☐ How to clean silverwares, plates, and glasses?



# Describe how you have grown in dealing with people: Customers, colleagues and supervisors

**01**

**Active Listener**

**02**

**Keep It Simple And to The Point**

**03**

**Have a Positive Attitude**

**04**

**Avoid Interrupting**

**05**

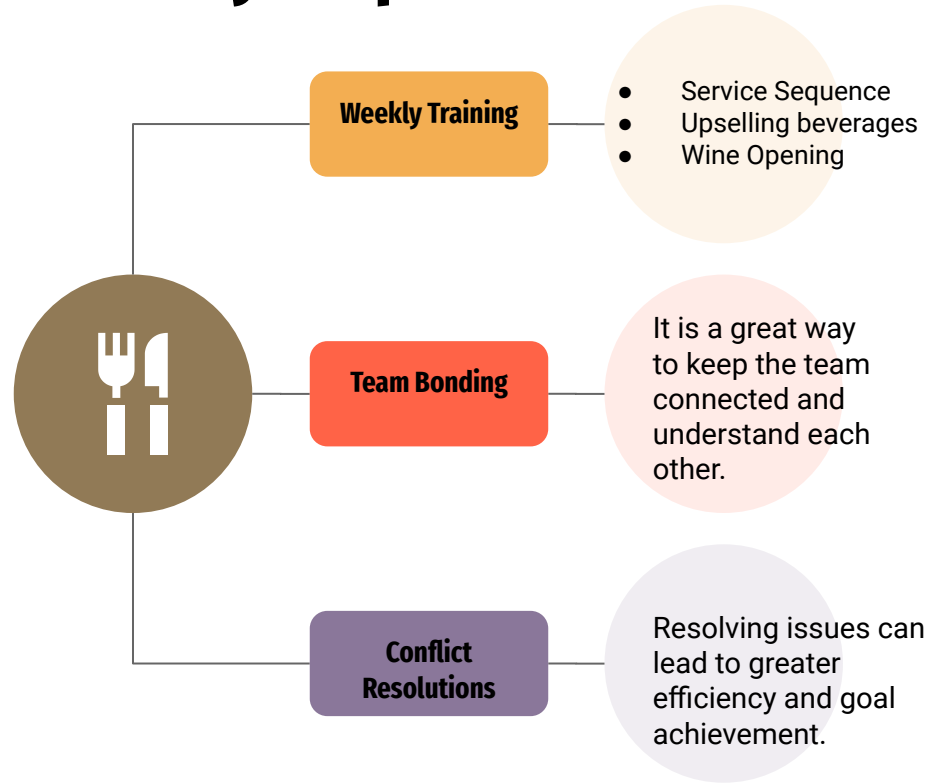
**Understanding**

**06**

**Hospitable**



# Explain what changes you would make at your work site or your position.



# Most memorable experience at work.

My most memorable experience at work is when we had two groups of 7 and three couples come in at the same time as walk-in as there were only two servers.

There were only two servers, I and another server, and our supervisor. It was an unexpected busy night as there were only 4 reservations a total of 8, and the past few days there weren't any walk-in's thinking the operation would be slow. Though it became busy at this time, it was a crazy rush. It really kept us on our feet trying to assist everyone that came in. The night turned out great yet tiring but all that mattered was that all the customers were happy.



# Describe any problem solving experiences at work.



One problem I had encountered at work was when the kitchen was taking a long time to cook the food as my customer was waiting for more than 30 mins. I resolved it by following up on the foods to find out how many more mins and letting the guest know as I apologized for the wait, as they wait I make sure that their drinks are filled, and offering if they would like more welcome breads. Once the food is done, I deliver it right away, making sure they got everything on the tables and all the orders were delivered.



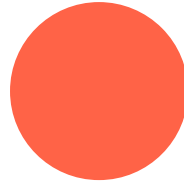


# Describe how your work impacted your perception of the industry.

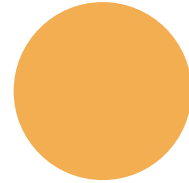
See how things work  
in the industry



Listen and  
understand clearly



Staying positive  
and Hospitable



# Guam Plaza Resort and Spa : Rootz Hill's Grill House



Guam's best affordable resort and spa in the heart of Tumon, Guam offering Hotel Rooms, Beach BBQ, Dining, Cafe, Shopping, Gym, Business Center, and more!



**General Manager:** Sudipta Basu  
**Department Head:** Ricky Baba  
**Restaurant Manager:** Red Matienzo



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**Dean Huntsman**

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## The Tsubaki Tower

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## Hotel Nikko Guam

**Joe Blas**

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Guam

# THANK YOU!!

