

Resume 934

OBJECTIVE:

Highly motivated, well-organized, and results-driven professional to secure a position with your company utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS:

- Over 15 years' experience in sales and providing uncompromising highest standards of customer service in restaurant settings, assisting customers with their product/service requirements, requests, and selections, providing intelligent solutions/options customized to individual needs, negotiating pricing and terms, and resolving customer issues to their complete satisfaction
- Establishes rapport quickly with a diverse population, forging and developing strong, long-lasting business relationships
- Utilized as a trusted and knowledgeable resource, the "go-to" professional, by peers, upper management, and customers / patrons, providing intelligent solutions, resolving complex issues into achievable action plans when others cannot
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments ahead of critical deadlines
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Outstanding organizational and multitasking abilities in a fast-paced environment
- Dependable, flexible, detail-oriented, conscientious professional, adapting to any setting
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE:

02/2019 – 01/2024

Waitress

Denny's, Niagara Falls, NY

- Greeted and seated guests promptly, ensuring a positive first impression.
- Took orders accurately and relay them to kitchen staff, ensuring special requests are communicated clearly.
- Delivered food and beverages efficiently, checking on guests to ensure satisfaction.
- Processed payments and handle cash or credit card transactions securely.
- Assisted with side work, such as restocking supplies and cleaning tables to maintain a tidy dining area.

09/2017 – 03/2018

Crew Member

Tim Hortons, Niagara Falls, NY

- Greeted customers warmly and assist with menu selections, ensuring a positive guest experience.
- Accurately took orders, processed payments, and operated the POS system efficiently.
- Prepared coffee, specialty beverages, and food items according to standardized recipes.
- Maintained cleanliness in the dining area, kitchen, and restrooms, ensuring a safe and welcoming environment.

03/2017 – 08/2017

Server

Olive Garden, Niagara Falls, NY

- Welcomed guests with a warm and friendly demeanor, ensuring a positive first impression.
- Took accurate food and beverage orders, addressing special requests and dietary restrictions.
- Delivered meals promptly while checking on guests' satisfaction throughout their dining experience.
- Maintained a clean and organized dining area, resetting tables for efficient turnover.

02/2016 – 11/2016

Waitress

Seneca Niagara Casino, Niagara Falls, NY

- Delivered prompt, attentive service to a high-volume clientele, ensuring a seamless dining experience.
- Assisted guests with menu selections, including pairing drinks with meals and accommodating special requests.
- Processed payments using POS systems, including cash, credit, and player comps.
- Coordinated with kitchen staff to expedite orders during peak hours, maintaining high standards of service.

03/2011 – 03/2012

Server

Sheraton at the Falls, Niagara Falls, NY

- Delivered a fine dining experience by providing attentive and courteous service to guests.
- Presented menus, answer questions about dishes, and make recommendations based on guest preferences.
- Ensured special requests and dietary needs are communicated effectively to the kitchen staff.
- Processed payments using POS systems, handling cash, credit cards, and room charges.

EDUCATION & TRAINING:

High School Equivalent

O/N BOCES, Sanborn, NY