

# Sedona Morin-Corsaro

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## EXPERIENCE

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### Server

May 2019 - March 2021

Buffalo Wild Wings | Glendale, AZ

- Managed multiple projects of varied sizes at one time, executed orders from ideation to completion.
- Created a positive patron experience by delivering exceptional service to all parties.
- Maintained a clean environment for all customers and patrons to maintain quality assurance procedures and protocol.
- Stayed up to date with popular sales trends of different products and items.
- Encouraged point of sale through effective persuasion.

#### Accomplishments:

- Significantly increased loyalty program sign ups monthly by 30%
- Received **#1 ranking** in consumer sales

### Server

June 2017- May 2019

Uptown Alley | Surprise, AZ

- Provided assistance to members along with inquiries about bowling operations and policies.
- Performed various administrative duties.
- Possessed excellent customer service skills, with ability to communicate effectively with both members and staff.
- Answer about 100 incoming calls daily utilizing a courteous and professional manner to collect information about reservations and identify customer needs.

### Server

March 2021- August 2022

Cold Beers and Cheeseburgers | Peoria, AZ

- Meet and exceed daily productivity goals, including high volume work setting, and consistently earned top survey satisfaction scores.
- Served breakfast, lunch and dinner to 50-100 customers per shift at a national chain restaurant.
- Memorize over 30 menu items and rotating specials in order to give customized recommendations to guests.
- Swiftly and successfully resolved conflict resulting in customer satisfaction.
- Warmly greeted new and returning customers and developed relationships resulting in customer loyalty.

## EDUCATION

Glendale Community College | Associates of Applied Science expected May 2023 |

## SKILLS

| Health and Safety Management | Process Improvement | Client Relationship Building | Stock Management |