

## **Mackenzie Edwards**

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Orange CA, 92866

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### Experience

**Joey**, Newport Beach – *Server*

December 2023 - present

- Dedicated to ensuring customer satisfaction by focusing on genuine warmth and care
- Thorough knowledge of menu offerings, including gourmet food, spirits, and wine pairings
- Skilled at anticipating, identifying and fulfilling guest needs and clarifying special orders

September 2022- January 2023

**Driftwood Kitchen**, Laguna Beach – *Server*

- Memorize seasonal specials and daily drink specials
- Guide guests through menu with suggestive selling and accurately input orders
- Processing payment on digital system and handling cash

October 2020 – September 2022

**Tommy Bahama Restaurant**, Newport Beach – *Server*

- Documented special requirements and discussed needs with kitchen personnel to provide customers with desired food and minimize complaints
- Checked identification to enforce age requirement for alcoholic beverages
- Worked with management of front and back of house on large private events

October 2015 – October 2022

**BJ's Restaurant and Brewhouse**, Irvine – *Server*

- Collaborated with the kitchen team to support order preparation
- Kept register accurate through correct billing, payments processing and cash management practices
- Trained incoming staff on the restaurant's practices, culture and procedures to maximize job satisfaction and productivity