

# SHAYLA YOUNG

SERVER

## CONTACT



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Houston , Texas 77573

## CAREER OBJECTIVE

Motivated worker experienced in the restaurant industry. Proven track record of providing excellent customer service, ensuring all orders are served timely and accurately. Skilled in multitasking and problem-solving while maintaining a positive attitude in a fast-paced environment.

Well-rounded candidate with a passion for providing exceptional customer service. Possesses strong organizational and time management skills, and a thorough understanding of all food and beverage menus. Able to work efficiently in fast-paced environments and handle multiple tasks simultaneously.

## EXPERIENCE

April 2023 - Present

### Server

Walk ons , Webster , Texas

- Greeted and accommodated guests, building positive experience from first interaction.
- Checked in with guests throughout meal service, replenishing drinks and catering to additional requests.
- Exercised focus and concentration to keep track of tables and remember orders.
- Informed kitchen of special dietary needs or requests, delivering personalized meal options.
- Monitored food and beverage levels to satisfy customer needs.
- Demonstrated ability to interact with customers in a friendly and professional manner.
- Provided excellent customer service by anticipating needs and responding promptly to requests.
- Used good communication skills to reduce guest dissatisfaction.
- Delivered customer checks and securely processed credit card or cash payments.

August 2022 - April 2023

### Server

Twin peaks , Webster , Texas

- Checked in with guests throughout meal service, replenishing drinks and catering to additional requests.
- Exercised focus and concentration to keep track of tables and remember orders.
- Encouraged guests to buy additional items such as appetizers, drinks, and desserts.
- Executed seamless front-of-house tasks, creating unforgettable dining moments resulting in customer loyalty.
- Jotted down customer orders and promptly delivered food and drinks.
- Persuaded or influenced guest purchase by enticing with higher margin items and add-ons.
- Used focus and memorization skills to keep track of tables and remember orders.
- Followed alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.

March 2022 - August 2022

## **Sever**

Pier 6 oyster house , San Leon , Texas

- Participated in ongoing training to enhance own job skills and knowledge.
- Committed to delivering excellent customer service while working in a fast-paced environment.
- Worked with coworkers to complete tasks.
- Responded quickly to meet customer needs and resolve problems.
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.

September 2021 - March 2022

## **Server**

Saltgrass , Webster , Texas

- Checked in with guests throughout meal service, replenishing drinks and catering to additional requests.
- Greeted and accommodated guests, building positive experience from first interaction.
- Prioritized multiple tasks in dynamic environment and stayed calm and composed.
- Informed kitchen of special dietary needs or requests, delivering personalized meal options.
- Demonstrated ability to interact with customers in a friendly and professional manner.
- Provided excellent customer service by anticipating needs and responding promptly to requests.
- Exercised focus and concentration to keep track of tables and remember orders.

## **EDUCATION**

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June 2016

### **High School Diploma**

Clear brook , Friendswood , Texas

## **SKILLS**

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- Suggestive Selling
- Dining Customer Service
- Food Preparation and Safety
- Food and Beverage Pairings
- Menu Memorization

- Table Setting Arrangements
- Check Payment Processing
- Wine Service
- Order Accuracy
- High-Volume Dining
- To-Go Order Preparation
- Stocking and Replenishing
- Sales Expertise
- Cash Handling
- Banquet Coordination
- Server Training
- Wine and Liquor Service
- Service Prioritization
- Specials Promotion
- Hospitality Service Expertise
- Menu Item Recommendation
- Waiting Tables
- Customer Service and Rapport
- Daily Specials Memorization
- Anticipating Guest Needs
- Guest Satisfaction
- Natural Leadership
- Servsafe Certified
- Corrective Actions