

SHAYLA YOUNG

SERVER

CONTACT

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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

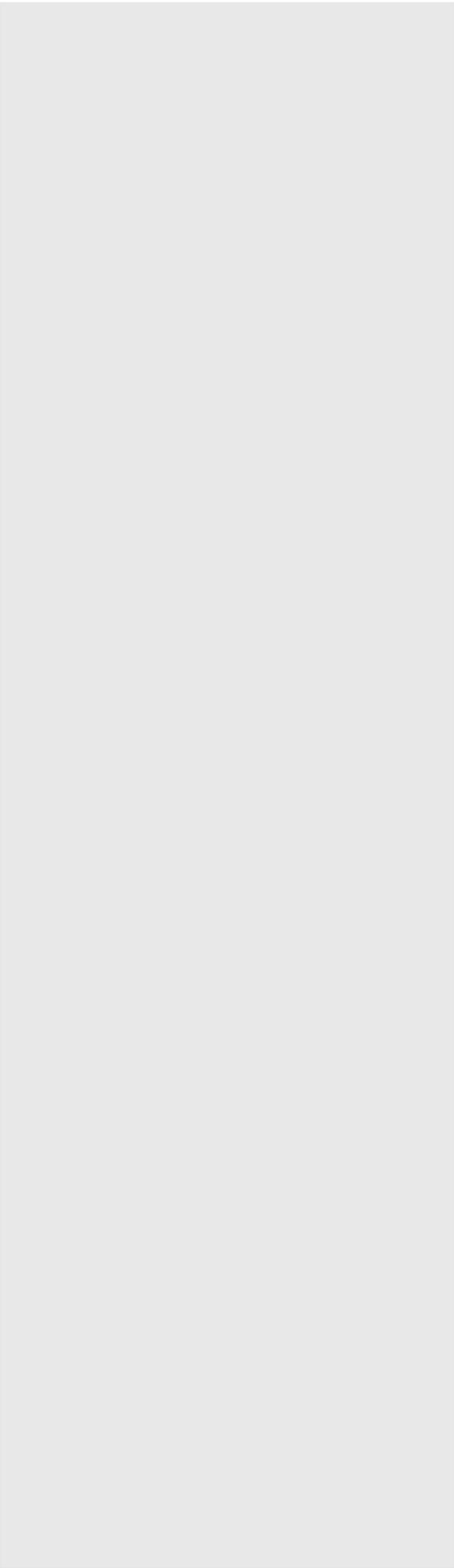
June 2016

High School Diploma

Clear brook , Friendswood , Texas

SKILLS

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

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- 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