



MaKayla Alley

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PROFESSIONAL SUMMARY

Dedicated server professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

SKILLS

- Stocking and Replenishing
- Food Sales and Promotion
- Food Preparation and Safety
- Menu Memorization
- Suggestive Selling
- Table Setting Arrangements
- High-Volume Dining
- Specials Promotion
- Cool Under Pressure
- Warm and Friendly
- Adaptable and Flexible

WORK HISTORY

SERVER/BARTENDER *09/2021 to CURRENT*

Fat Crab | Houston, TX

- Cultivated warm relationships with regular customers.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Used slow periods to restock supplies, ice, trays and delivery bags.
- Checked identification for minimum age for sale of alcoholic beverages.

SERVER *03/2018 to 07/2021*

Kobe Ninja House | Bangor, ME

- Explained menu items and suggested appropriate options for food allergy concerns.
- Bussed and reset tables to keep dining room and work areas clean.
- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.
- Checked identification for minimum age for sale of alcoholic beverages.
- Carried out complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Answered customers' questions, recommended items and recorded order information.

SERVER *06/2019 to 03/2021*

Seasons Sports Bar | Bangor, ME

- Explained menu items and suggested appropriate options for food allergy concerns.
- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.
- Used slow periods to restock supplies, ice, trays and delivery bags.
- Applied comprehensive knowledge of wine, cider and beer to increase daily beverage sales.
- Increased sales significantly by upselling higher-end products to customers.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals and walk-in business.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.

EDUCATION

Bachelor Of Health Science | Health Administration
Husson University, Bangor, ME

08/2020

Lawrence High School, Fairfield, ME

2015