



# LIZETH RODRIGUEZ

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## Summary

Friendly with strong understanding of hospitality and food and beverage industries. Extensive knowledge of cuisine and food and wine pairings. Personable individual possessing strong work ethic and great flexibility. Dedicated to delivering positive customer experience through genuine hospitality.

## Skills

- Food and Drink Recommendations
- Payment Processing
- Safe Food Handling
- ID Verification
- Customer Service
- Conflict and Complaint Resolution
- Food and Beverage Service
- Bilingual

## Experience

Truluck's | Houston, TX  
**Cocktail Waitress/Server**  
11/2022 - 03/2023

- Operated POS terminals to input orders, split bills and calculate totals.
- Completed cleaning duties by sweeping and mopping floors, vacuuming carpet and tidying up server stations.
- Presented menus to patrons to answer questions about offered items and make suitable recommendations.
- Recorded meal selections and transactions in microsystem to deliver prompt service.

Hyatt Regency Houston | Houston, TX  
**Server**  
01/2019 - 07/2022

- Brought wine selections to tables with appropriate glasses and poured for customers.
- Checked identification to verify if guests meet minimum age to legally purchase or consume alcoholic beverages.
- Informed customers of daily specials and signature menu items.

Post Oak Hotel | Houston, TX  
**Cocktail Waitress**  
09/2021 - 04/2022

- Took drink orders from tables and bar area and relayed to bartenders.
- Recommended and served alcoholic beverages to patrons during high-volume shifts.
- Addressed concerns quickly to improve customer experience and escalated issues to management for resolution when necessary.
- Completed opening and closing checklists to ensure smooth restaurant operations.

Cafe Piquet Cuban Cuisine | Bellaire, TX  
**Server**  
04/2013 - 01/2019

- Provided exceptional service to high volume of daily customers.
- Checked with guests to get feedback on food served, resolve issues, bring additional items and refill beverages.
- Trained new employees to perform duties.
- Explained menu items, describing ingredients and cooking methods upon request.