

# McKenna Nelson

Orange, CA 92869  
[mckn.mcn@gmail.com](mailto:mckn.mcn@gmail.com)  
+1 702 835 2968

Cover Letter;

I am thrilled to submit my application for a position at your beautiful restaurant. With exceptional dining experiences, I am confident in my ability to contribute to the success of your establishment.

Throughout my 5 years of experience in the restaurant industry, I have honed my skills in exquisite communication, and customer service allowing me to consistently exceed guest expectations. I thrive in fast-paced environments, my ability to work well under pressure and collaborate effectively with diverse teams has been instrumental in my success.

In addition to my technical skills, I possess excellent interpersonal skills, enabling me to build strong relationships with guests and colleagues alike. I am dedicated to providing outstanding customer service and creating memorable experiences for every guest who walks through your doors.

I would love the opportunity to discuss how my skills align with your needs and how I can contribute to the excellence of your team.

Thank you for considering my application. I am excited about the possibility of joining your team and making a positive impact on the overall dining experience at your fine establishment.

- Experience providing exceptional customer service in a fast-paced restaurant environment
- Ability to work well under pressure and multitask effectively.
- Knowledge of food and beverage menus, including wine and cocktail pairings.
- Experience handling cash and credit card transactions and making change accurately
- Ability to work well in a team environment and communicate effectively with coworkers and management.
- Experience providing personalized recommendations to customers based on their preferences and dietary restrictions.
- Familiarity with health and safety regulations and procedures.
- Strong attention to detail and ability to ensure that orders are accurate and delivered in a timely manner.

Authorized to work in the US for any employer

## Work Experience

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### **Server**

Habana Restaurant - Irvine, CA  
January 2023 to Present

I have experience providing personalized recommendations to customers based on their preferences and making sure that they have an enjoyable dining experience.

## **Server**

Cowboys Golf Club - Grapevine, TX  
July 2022 to Present

I aim to provide the best experience for my guests. I enjoy customizing their likings and making suggestions based on their preferences. I enjoy making the moment right and putting smiles on guests faces. Specifically working at Cowboys Golf Club I gained experience and insight providing exceptional customer service to high-profile clients at a prestigious establishment.

## **Barista**

Starbucks - Orange County, CA  
October 2019 to September 2022

I worked hard and provided the necessary service. I made drinks, and provided connections with customers. The environment was fast pace with a quick dynamic.

## **Server**

WABI SABI RESTAURANT ( Teppanyaki ) - Corona, CA  
January 2018 to January 2020

I aimed to provide exceptional service to my guests. I enjoy bringing my personality to each table I have the opportunity to interact with.

## Education

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### **Bachelor's degree in English**

Arizona State University - Tempe, AZ  
March 2020 to June 2023

### **Associate's degree in Communications**

Mt San Antonio College - Walnut, CA  
January 2016 to January 2019

## Skills

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- Writing Skills
- Restaurant Experience
- competitive
- Spanish
- Communication skills
- Creative Writing
- English
- Serving Experience
- adequacy
- Technical Writing
- Intermediate
- POS

Certifications and Licenses

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**Food Handler Certification**