

Janay Goodson

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Objective:

Dedicated and customer-focused waitress with four years of experience in the food service industry. Seeking a challenging position where I can utilize my exceptional interpersonal skills and extensive knowledge of restaurant operations to provide excellent service and contribute to customer satisfaction.

Experience:

Waitress | Republic Grille, Spring, Tx | 08/ 2020 - 11/2023)

- Greet and seat customers, providing a warm and welcoming atmosphere
- Present menus, make recommendations, and take accurate orders from patrons
- Ensure prompt and efficient delivery of food and beverages
- Address customer inquiries and resolve any issues or complaints
- Collaborate with kitchen staff to ensure accurate order preparation
- Handle cash transactions, process payments, and maintain accurate cash register
- Maintain cleanliness and organization of work areas, including tables and dining areas
- Assist with training and mentoring new staff members

Waitress | Cheesecake Factory | Austin, Tx | 05/ 2019- 3/2020

- Provided attentive and friendly service to customers, ensuring a positive dining experience
- Memorized menu items and daily specials to answer customer queries
- Managed a high volume of tables, ensuring timely delivery of food and beverages
- Collaborated with the kitchen team to ensure accurate order preparation and timely delivery
- Handled cash transactions, processed payments, and reconciled cash register at the end of shifts
- Assisted with restaurant opening and closing duties, including setup and cleanup

Skills:

- Exceptional customer service skills, with the ability to create a positive and friendly atmosphere
- Strong knowledge of food and beverage menus, including dietary restrictions and allergens
- Ability to multitask in a fast-paced environment and prioritize tasks effectively
- Excellent communication and interpersonal skills, with the ability to build rapport with customers and colleagues
- Attention to detail and accuracy in order taking and cash handling
- Ability to remain calm and composed in high-pressure situations
- Proficient in using point-of-sale (POS) systems and handling cash transactions

Education:

B.A. Mass Communication | UTSA|

References:

Available upon request
