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| EXPERIENCENorth Italia-*Server* April 2023- Current Provide guests with a hospitable and memorable experience. Retaining in depth food and drink knowledge in order to identify allergies/ gluten sensitivities. Handle cash and card transactions. Providing Trainee’s with drink, food and service knowledge.Teach incoming servers the proper steps of service. Upsell and promote promotional materials and Rewards programs. Twin Peaks, Shenandoah, TX - *Key Holder* August 2021- March 2023Aid in opening and closing duties. Perform all POS functions in applying discounts, assigning cash drawers, cash payouts, etc. Perform Pre-shift meetings with servers over current issues. Handle guests complaints, wrong food orders and other issues to maintain guest satisfaction. Perform all managerial duties on the floor. Knowing in depth information about rewards programs/ signing guests up for Rewards program. Oversee all servers, bartender, kitchen and busser functions to ensure a smooth flowing work environment. Administer new hire orientations. Twin Peaks, Shenandoah, Tx- *Server/ Trainer*February 2021- March 2023Provide guests with a hospitable and memorable experience. Retaining in depth food and drink knowledge in order to identify allergies/ gluten sensitivities. Handle cash and card transactions. Providing Trainee’s with drink, food and service knowledge.Teach incoming servers the proper steps of service. Upsell and promote promotional materials and Rewards programs. Bombshells, Spring TX - *Server/ Trainer* August 2020- February 2021Provide a safe dinning experience during Covid-19 by following most recent safety guidelines.Retain food and drink menu knowledge. Efficiently and accurately take guests orders.Properly relay orders and specificity of orders to kitchen. Follow all guidelines and policies to properly train incoming servers. Provide trainee’s with all knowledge needed to properly execute serving tables. Promote and register guests for Rewards Programs to drive sales and create recurring clientele. Provide guest with comfortable dinning environment driven by smiles and positive attitude. Lupe Tortilla, Woodlands TX  *-Server* May 2020- August 2020 Provide guests with an exceptional dining experiences. Memorize food and beverage menus and make recommendations to guests.Memorize in depth food receipts and be able to identify dishes for food allergies/ gluten sensitive guests. Take food and beverage orders and enter into POS system accurately. Provide attentive service by refilling drinks and periodic check ins throughout meal.Properly handle food and payment errors.Do as much as feasible to satisfy guests when errors occur. Gringos Mexican Kitchen, Spring TX *To- Go Specialist*October 2018 - February 2020 Package and deliver orders in timely manner and correct all issues to ensure customer satisfaction.Collaborate with kitchen and to support order preparation, manage efficient deliveries and minimize customer service issues by confirming meals. Resolve customer complaints and maintained clean and tidy check out areas. Kept register accurate through correct billing, , payment processing and cash management practices. . Kroger, Spring TX— *Cashier* June 2018 - October 2018 Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.Processed POS transactions, including checks, cash and credit purchases or refunds.Requested official identification for purchases and verified details, consistently meeting strict legal standards of underage sales.Answered questions about store policies and concerns to support positive customer experiences.Restocked, arranged and organized merchandise in front lanes to drive product sales.EDUCATIONLone Star College System , Tomball, TX — *Associates Of Applied Science* August 2019- May 2022 Expected to transfer to Vet School.  | SKILLS* Order Fulfillment
* Listening Skills
* Money Handling Abilities
* Passion for customer satisfaction.

Persistent Customer Service Clear written and verbal communication skills. Ability to work quickly, accurately and efficiently in fast paced environment. Ability to both participate and lead team work. Aptitude to grasp and master new work skills in timely manner. Ability to train and lead other employees according to company standards. Aloha POS system knowledgeAdministrative skills.Lead TeamGuest Relations |