Billie McDaniel

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**WORK EXPERIENCE**

**Water Grill SCP February 2022-Present**

Private Events Coordinator

* Work closely with the Sales and Event manager to book events using TripleSeat.
* Creating leads & Event orders on TripleSeat.
* Creating pre fixe menus for each event using Menuology
* Working with the kitchen to ensure all food items go out accordingly and efficiently
* Being the 1st contact to the Host of each event assisting them with anything they need
* Directing serving team during each event to ensure client satisfaction during each event
* Creating final checks per event using Aloha

Server

* Greet tables within 2 minutes of being sat, followed by a memorized menu tour of all our crustaceans, appetizers, raw bar, cooked fish, and a full wine/cocktail menu.
* Perform wine service from a large selection of wines
* Efficiently serve and attend to up to 6 or 7 tables in a section with a high rate of customer satisfaction
* Accurately entering food and beverage orders into Aloha POS systems in order of the courses which the food will be delivered in.
* Pre bussing and crumbing tables in between courses while offering additional beverages to prepare for the next dish.

**Fogo De Chao January 2021 – February 2022**

Administrative Assistant

* Support the restaurant staff with administrative support to enable day to day operations
* Utilize Excel to calculate staff tips and income of the restaurant sales
* Input, scan and organize invoices related to supplies, food and beverages
* Complete expense reports and ensure proper documentation
* Onboard new associates through Workday and upload relevant documents

Server

* Ensure customer satisfaction throughout the full Churrasco experience
* Taking drink and meal orders and making sure they arrive in a timely manner
* Constantly running food and drinks from the bar and kitchen

**Sushi Roku August 2020 – January 2021 Hostess**

* Greeted customers upon arrival and ensured they were seated in a timely manner
* Completed reservations for guests over the phone and scheduled them accordingly
* Recorded special requests from customers and communicated to the servers

**Eat Chow July 2019 – April 2020**

**Hostess/Food Expo Costa Mesa, CA**

* Delivered food to tables from kitchen to customers tables
* Greeted, seated, and took reservations for tables and customers.
* Completed any requests made by customers in order to guarantee satisfaction

**In-N-Out Burger Associate Costa Mesa, CA May 2018 – July 2019**

* Provided excellence customer service to customers and ensure overall positive experience.
* Handle cash and payments for transactions completed

**EDUCATION**

**Estancia High School June 2019**

* Cheer Team
* Associated Student Body

**Orange Coast College September 2019 – Current**

Tools: Microsoft Office Suite (Word, Excel, PowerPoint) Google Sheets, Workday