

Tytianna Drew

Enthusiastic and dedicated professional seeking a server position to leverage over seven years of experience in the food industry. Possessing strong leadership, communication and organization abilities, I excel delivering exceptional customer service. With an outgoing personality and constant smile, I am committed to ensuring a memorable dining experience for every guest.

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Houston TX
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EXPERIENCE

Raakan Ramen, Houston, TX — Floor Manager

October 2023- Present

Conducted interviews and successfully hired servers, overseeing their completion of onboarding paperwork.

Generated weekly schedules for servers to ensure optimal staffing levels and seamless operations within the restaurant

Reviewed and adjusted weekly time sheets for both Back-of-House (BOH) and Front-of-House (FOH) staff, resolving any discrepancies to ensure accurate payroll processing.

Processed biweekly payroll, accurately calculating wages and hours for all Raakan's employees

Trained and supervised servers to ensure consistent execution of the 12 steps of service.

Ensured achievement of a perfect score of 100% on Secret Shops.

Implemented and maintained a structured point system to monitor and address issues related to incorrect uniform, tardiness, lateness, and absenteeism

Assisted guests in navigating the menu and accurately recorded their orders.

Handled online and walk-in to-go orders, ensuring accurate packaging and timely delivery to customers.

Spirit Airlines, Houston, TX — Flight Attendant

October 2022- Present

Maintained a professional appearance and abided by the uniform hair, tattoo, and piercing guidelines at all times.

Worked on-call for 72 hours of domestic flights per month

Inspected the interior of the aircraft prior to, during and after the flight to make sure the emergency equipment was in place

Tended to individuals with needs, such as helping passengers stow their luggage, providing first aid, selling food and beverages

Explained use of safety equipment including seatbelts, oxygen masks and delivered in-depth safety presentations to passengers

SKILLS

Showcased exceptional hospitality and service skills

Demonstrated excellent customer service and communication abilities.

Exhibited strong organizational and time management skills.

Adapted well to change and uncertainty.

Documented success in product sales.

Team oriented

POS Trained

Guest Relation

AWARDS

Promotion to Floor Manager

Raakan Ramen

Employee of the month

Bahama Breeze

Employee of the month

Founding Farmers

Promotion to Supervisor

Founding Farmers

Education

Bloomfield College, Bloomfield, NJ —
B.S Chemistry - May 2017

Snooze, Houston, TX— Server

April 2021–December 2022

Introduced and highlighted featured items such as the 'Pancake of the Week' while skillfully recommending complimentary alcoholic beverages to enhance the dining experience.

Proficiently prepared made-to-order specialty coffee beverages including cappuccinos, lattes, and espresso shots, ensuring quality and adherence to customer preferences.

Executed smooth and attentive service, adeptly managing meal delivery and promptly replenishing beverages to ensure a seamless dining experience for patrons.

Managed payment processes adeptly through Aloha, facilitating smooth and timely transactions by proficiently handling cash and credit transactions.

Founding Farmers, Philadelphia, PA — Server/Supervisor

August 2017 –August 2020

Skillfully highlighted featured items from beverage lists and weekly restaurant specials, employing a persuasive approach to encourage guest engagement and interest.

Responsibly managed the replenishment of both alcoholic and non-alcoholic beverages while efficiently processing payments via cash or credit, ensuring smooth and seamless transactions.

Acknowledged as an exemplary employee, receiving the prestigious Employee of the Month. Expertly guided guests through the menu, showcasing a comprehensive understanding of food, beverages, and ingredients, ensuring a personalized and informed dining experience.