

# Riley Perez

**Attentive, reliable, and self-motivated waitress with experience serving customers in food service and excellent customer service skills**

Irvine, CA 92620

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Experienced server with dedication to customer satisfaction. I have customer service experience and strong communication skills. I have learned extensive knowledge on food and drinks. I am able to learn new tasks quickly and efficiently. I put forward great commitment and dedication.

Authorized to work in the US for any employer

## Work Experience

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### Server

Marble Steakhouse and Grill - Irvine, CA

February 2023 to Present

- interacted with customers to provide an exceptional level of service
- Helping guests chose food and beverages offered by the restaurant
- Identifying customer's unique dietary needs and other special orders
- Opening and pouring wine at the table side
- Trained new servers and familiarized new employees with company culture
- performed multiple tasks at once, under heavy time constraints
- Maintain table setting by removing courses as completed; replenishing utensils; refilling water glasses; being alert to customer's spills or other special needs
- dedication to customer satisfaction
- Promptly address customer service issues and refer customers to management when necessary
- Ability to learn new tasks quickly and efficiently

### Server

The Counter - Irvine, CA

June 2018 to February 2023

- Preparing the dining area by placing napkins, service plates, and cutlery on tables
- Served guests in fast-paced environment and managed time for an optimal experience for each guest
- Adhering to sanitation standards to keep their guests safe
- Helping guests chose food and beverages offered by the restaurant
- Staying updated on the current menu and advising guests accordingly
- Trained new servers and familiarized new employees with company culture
- Receiving customer orders and transferring them to kitchen staff
- Identifying customer's unique dietary needs and other special orders
- Receiving accurate customer payments and returning the correct change
- Adhering to the restaurant's service standards and dress code

## Education

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### **Associates in Public Health**

Irvine Valley College - Irvine, CA

August 2021 to Present

Northwood High School - Irvine, CA

January 2018 to June 2021

## Skills

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- - food and beverage pairing
- strong communication skills
- customer service expertise
- able to lift heavy trays
- dining room cleanliness
- food preparation
- time management
- upselling
- cashing handling
- Micros/POS
- food safety understanding
- POS
- Serving Experience
- SPSS
- Host/Hostess
- Restoration Industry Experience
- Restaurant experience
- Food handling
- Serving
- Upselling
- Cash handling
- Cash register
- Customer service
- Heavy lifting

## Certifications and Licenses

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### **Driver's License**

October 2019 to October 2024

### **Food Handler Certification**

July 2023 to July 2026