
SHAYLA FORD

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Summary

Highly skilled professional experienced in supporting restaurant operations. Maintained communication while working closely with servers, hosts and managers. Expert at providing exceptional customer service by quickly and energetically completing special requests.

Skills

- Guest Engagement
 - Food Running
 - Beverage Preparation
 - Liquor, wine, and food service
 - High-volume dining
 - POS operation
 - Check payment processing
 - Suggestive Selling
 - Menu knowledge
 - Price memorization
 - Food safety understanding
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Experience

Server **08/2019 to Current**
Simos Diner **Houston, TX**

- Greeted guests and provided menus.
- Provided excellent customer service to ensure satisfaction.
- Assisted in training new servers.
- Took orders from customers accurately and in a timely manner.
- Checked food before serving it to customers.
- Delivered food orders promptly and courteously.

Bartender **08/2021 to 07/2022**
Snooze AM Eatery **Houston, TX**

- Greeted customers and provided excellent customer service.
- Prepared alcoholic and non-alcoholic beverages according to recipe standards.
- Ensured proper sanitation of bar area, glassware, utensils, and equipment.
- Provided drink suggestions to customers based on their preferences.
- Processed payments accurately and efficiently with POS system.
- Monitored guests' alcohol consumption levels to prevent over-intoxication or underage drinking.

Fine Dining Server **08/2016 to 12/2019**
Marios Seawall **Galveston, TX**

- Greeted guests upon arrival and escorted them to their assigned tables.
 - Provided menus, explained daily specials, and answered questions about menu items.
 - Took orders for food and beverages in a professional manner.
 - Demonstrated knowledge of wine list and recommended wines based on customer preferences.
 - Ensured proper set-up of dining area before service began including silverware, condiments, napkins.
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Education and Training

Some College (No Degree): Real Estate Development
Champions School Of Real Estate Houston, TX

Certifications

- TABC Certification
- Food Handlers Certification