**OKARI-ZALIA UNIQUE STEVENSON-WALPOOL**

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**PROFILE:**

Customer-focused entry level professional with 2 years experience in client relations, advocacy, and

sales capable of being available at all times with reliable transportation and a strong work ethic, I am dedicated to supporting my team in achieving our objectives, I often engage and collaborate with team members and patrons on tasks to achieve required objectives and possess effective communication and critical thinking skills within a multifaceted work environment.

**WORK EXPERIENCE**

**HOSTESS | CHEDDAR'S SCRATCH KITCHEN - IRVING TEXAS** November, 8 2021 – Current

* Curated guest experience based on specific needs and serve as resource to new staff members, monitoring and maintaining crowd control and flow of guests to report operational problems and guest concerns/complaints to managers offering solutions to improve overall experience.
* Engaged with customers to meet expectations, standards and accommodations and assisted with special onsite programs and events, and supported front of house management in maintaining operational excellence, including basic cleaning, physical safety/security and general upkeep of public area.

**BUSSER | CHEDDAR'S SCRATCH KITCHEN - IRVING TEXAS** November, 16th 2021 – Current

* Worked with supervisor and co-workers to deliver superior attention to detail in maintaining cleanliness and presentation while upholding sanitation and business practice standards and ensuring compliance with company program needs and requirements.
* Demonstrated consistent and effective sales techniques even whilst cleaning by meeting expectations for gift card sales, suggestive selling, upselling, merchandising, and sampling in operating point-of-sale (POS) terminals, making change, and ensuring the security of all cash, receipts and tickets
* Ensured proper working order and operation of assisted cleaning equipment, handling of regularly 30lbs+ objects, performing daily stocking and maintenance duties, and assisting with other crew functions meeting deadlines with minimal supervision.

**FOODRUNNER | CHEDDAR'S SCRATCH KITCHEN - IRVING TEXAS** November, 21st 2021 – Current

* Ability to handle customer requests and inquiries in a prompt manner
* Familiarity with restaurant menu items and ingredient
* Effective communication with waitstaff and kitchen staff
* Coordination with Expo to ensure the quickest and most accurate delivery of the food.
* Food handling and tray carrying techniques
* Knowledge of different types of food and their proper presentation
* Ability to navigate the restaurant floor proficiently
* Excellent time management skills to ensure prompt food delivery

**EXPO | CHEDDAR'S SCRATCH KITCHEN - IRVING TEXAS** November, 21st 2021 – Current

* Reliability and punctuality
* Problem-solving skills to address any discrepancies
* Excellent organizational skills to coordinate orders and ensure timely delivery
* Strong work ethic and commitment to maintaining high standards
* Proficiency in using a POS system for order tracking and understanding of both the ticket and screen system to keep up with orders

**TO-GO SPECIALIST | CHEDDAR'S SCRATCH KITCHEN - IRVING TEXAS** November, 27th 2021 – Current

* Serve as food expert and server ensuring the timely and accurate entry of orders and payment by phone or in person though restaurant cash register, building connections with guests to make them feel welcomed and looked after while assisting them with properly packaged meals.
* Collaborate with colleagues and mangers to resolve issues with orders of customer complaints or problems, ensure surrounding work areas and guest touch points are cleaned and sanitized, and restock and refill essential restaurant goods and products used to complete food orders.

**KENNEL ASSISTANT | DOG GONE FUN - OKEMOS, MICHIGAN** December 18th 2022 – August 18th 2023

* Demonstrate \_ physical agility, including bending, squatting, running, and quick reactions, along with the ability to lift up to 50 lbs and stand for extended periods. Possess reliable transportation and a self-motivated, independent work ethic. Eager to learn, collaborate with a team, and demonstrate basic computer skills.
* Proven ability to multitask in a fast-paced setting, excellent verbal and written communication skills, adept at quick decision-making and handling escalated situations. Actively seeking to enhance both canine and customer experiences, with a strong passion for working with dogs.

**EDUCATION.**

High School Diploma (3.6 GPA) | Uplift North Hills Prepatory, TX 8/2021 – 6/2022

**JOB SKILLS.**

Hospitality & Tourism, Leadership, Multi-Media Development, Creative Writing, Creative Problem Solving, Food Safety, Animal Safety, OSHA Compliance, Sanitation Regulations.

**RECOGNITION.**

Uplift North Hills Honors Award(2021)

Texas UIL Creative Writing 2nd place Award(2021)

Cheddar’s FOH Employee Of The Month (December, 2021)

**ADDITIONAL INFORMATION.**

**Languages:** Fluent in English, Fluent in ASL, Partially fluent in Thai, Partially fluent in Spanish

**Cumulative** GPA: 3.63/4.0

**Trained Extracurriculars**: Economics, Spanish 1,2,3, ASL 1,2,3,4, Hospitality & Tourism, Fine Arts(Orchestra, Camarata), Information Technology, Beer technology.