

JOSUE MATA

4322 Rainier St, Irving, TX | P: +1 9729995123 | Jmchaotic02@gmail.com

PROFILE:

Customer-focused entry level professional with 5 years experience in client relations, advocacy, and sales. Engage and collaborate with team members and patrons on tasks to achieve required objectives. Possess effective communication and critical thinking skills within a multifaceted work environment.

WORK EXPERIENCE

JANITOR | DFW - DALLAS TEXAS

June 2020 – July 2021

- Attention to detail in maintaining cleanliness and presentation
- Physical stamina to handle repetitive tasks and standing for long periods of time
- Bathroom arrangement skills
- Adaptability to changing priorities and tasks
- Understanding of the scheduling arrangements to better prioritize certain parts of the airpory to accommodate the flow of guests.
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SERVER | CHEDDAR'S SCRATCH KITCHEN - IRVING TEXAS

September 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
- Curated guest experience based on specific needs and serves as a 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.

ADDITIONAL INFORMATION.

Languages: Fluent in English, Fluent in Spanish

Education: High school graduate, graduated from Nimitz Highschool

Cumulative GPA: 3.63/4.0

Age: 20

Race: Hispanic