Claudia Pena Mendoza

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# Education

Hastings high-school

* High-school Diploma
* 3.1 GPA

# Work Experience

**Nishiki Japanese Restaurant** Pearland, TX

Server / Bartender July 2024- Present

* Serviced guests with food and beverage requests in a timely, professional, and friendly manner.
* Applied my leadership skills by assisting in training of coworkers.
* Maintain full knowledge of menu and specials to make suggestions based of guest preferences.
* Operate POS terminals to input customer orders, swipe credit cards, and enter cash amounts.
* Preparing and serving alcoholic and non-alcoholic drinks based on customer requests.
* Responsible for stocking and maintaining an inventory of liquor, mixers, and other bar supplies.
* Maintained cleanliness and organization of the bar area.

**First watch** Richmond, TX

Server Nov. 2022- July 2024

* Serviced guests with food and beverage requests in a timely, professional, and friendly manner.
* Applied my leadership skills by assisting in training of coworkers.
* Maintain full knowledge of menu and specials to make suggestions based of guest preferences.
* Operate POS terminals to input customer orders, swipe credit cards, and enter cash amounts.
* Ability to motivate and guide team members, delegate tasks effectively, and make quick decisions under pressure as Shift Lead.
* Reporting issues to management and help with scheduling.

**Ra sushi Bar and Restaurant** Houston, TX

Server / Host Sept. 2021- Nov. 2022

* Serviced guests with food and beverage requests in a timely, professional, and friendly manner.
* Applied my leadership skills by assisting in training of coworkers.
* Maintain full knowledge of menu and specials to make suggestions based of guest preferences.
* Operate POS terminals to input customer orders, swipe credit cards, and enter cash amounts.
* Manage in-person and telephone guest inquiries, customer service requests, and reservation bookings.
* Monitored dinning room and guest flow to maximize table usage and minimize guest wait times.
* Greeted guest at the door and escorted them to their tables.
* Take togo orders over the phone and input them into POS.

**James Avery**  Houston, TX

Sales Associate Oct. 2019- May 2020

 Dec.2020- April 2022

* Greet and assist guests in their selection and purchase of merchandise.
* Enter guest and sales data into POS and obtain proper signatures on guest sales.
* Repair, Polish and solder jewelry.
* Present jewelry from stock/cases to guest and replace items in correct area when sale is completed.
* Receive and complete BOPIS orders then deliver to guest when ready to be picked up.
* Stock, replenish, and organize inventory with accuracy and efficiency.
* Maintain accurate and attractive merchandise display cases, ensuring strategic placement of products to maximize purchases.

**Saltgrass Steakhouse**  Houston, TX

Host June 2019- March 2020

* Manage in-person and telephone guest inquiries, customer service requests, and reservation bookings.
* Monitored dinning room and guest flow to maximize table usage and minimize guest wait times.
* Greeted guest at the door, escorted them to their table, and provided menus.
* Take orders over the phone and input them in POS.

**Mike’s Seafood Inc.**  Houston, TX

Cashier / To go Specialist June 2016- Nov. 2017

Feb 2018- March 2019

* Prepared restaurant togo side station by arranging and stocking togo bags, utensils, and condiments
* Answered togo order phone calls, input them into POS, and providing an accurate time for pickup.
* Retained full knowledge of menu to make suggestions and address food allergies.
* Operated cash register to accept cash, debit and credit card payments.

# Skills

* Food safety practices
* Good customer service
* Adaptability
* Multitask
* Problem solving and Teamwork
* Communication skills
* Computer skills
* Etc.

**Languages**

* English
* Spanish