DANNA TORRES

SERVER, SECRETARY,ASSISTANT, HOST

Server with 5+ years of experience, providing excellent customer service to guest at fine dining establishments. Reliable, with ability to work well under pressure. Dedicated to using communication and multi-tasking ability to provide a memorable experience to each guest.

PROFESSIONAL EXPERIENCE

Musaafer | server

Houston,TX

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Caracol Mexican Costal kitchen | Server

Houston,TX

March 2021-May 2023

-Provide excellent table service by maintaining the knowledge of all menu items, including beverages and wine by the glass. And make any recommendations to new guest.

-Presented each course of the meal with an exacting standard stablished by the chef.

-Learn up to 25+ menu items

-Ensured guest experience was a memorable one.

-Making sure I get orders are correct if there is any allergies or any food restrictions.

-Explaining any chefs special to each guest

-Offer dessert, after dinner drinks.

-Proper wine service, when opening a bottle.

-Anticipate the guest service

Fogo de Chao | Server | Host Houston,TX

June 2017- March 2021

-Work under pressure

-Explain the menu to guest

-Team work

-Learn how to make classic cocktails and house drinks, offer to guest and explain the drink.

-Seat guest and help with answering phones as business demand.

-Check station before, during and after shift for proper set-up and cleanliness

-Clean tables

-Server up to 200+ guest per weekend shift in a 10 table section in the restaurant.

-Make sure guest have water, bread and utensils.

Office | Secretary

Houston,TX October 2020- March2021

- Was responsible for all the paper work, including all expense reports, invoices, payrolls, etc.

* Schedule meetings, conferences, and maintained calendar.

EDUCATION

Elsik Highschool Houston,TX

2014-2017

Highschool Diploma 2.5 gpa

Houston Community College

2017-2018

I took English and algebra classes did not get to finish the semester.

SKILLS

-Hospitality

-Customer service

-Excellent verbal communication skill

-Demonstrate basic wine knowledge and proper serving techniques

-Accurately take guest food and beverage order

-POS system

-Serve the guest each course at the appropriate time while maintain g the brand standards for service.

-Time management

-Team work

-Fluent English and Spanish

REFERNCES

Caracol

JOSHUA MCDONALD | MANAGER | (713) 449 4904

Xochi

MANUEL PONCE | GENERAL MANGER | ( 832 ) 998 1004

Fogo de chao

LEANDRO TAUFER | MANAGER | (713) 349 4779