

MYA ABRIL

Server

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Professional Summary

Experienced candidate well-versed in the hospitality industry. Proven track record of delivering exceptional customer service that has resulted in repeat customers and increased revenue for the restaurants. Adept at multitasking a variety of tasks such as taking orders, stocking supplies, and cashing out customers.

Well-rounded candidate with a passion for providing exceptional customer service. Possesses strong organizational and time management skills, and a thorough understanding of all food and beverage menus. Able to work efficiently in fast-paced environments and handle multiple tasks simultaneously.

Experience

Server, 10/2021 - 08/2024

ANQI, COSTA MESA

- Greeted and accommodated customers, building positive experience from first interaction.
- Checked in with guests throughout meal service, replenishing drinks and catering to additional requests.
- Proper use of crumer while clearing tables.
- Used focus and memorization skills to keep track of tables and remember orders.
- Processed payments and completed register transactions accurately.
- Persuaded or influenced guest purchase by enticing with higher margin items and add-ons.

Server, 10/2021 - 08/2024

CRUSTACEAN

- Provided excellent customer service by anticipating needs and responding promptly to requests.
- Demonstrated ability to interact with customers in a friendly and professional manner.
- Used good communication skills to reduce guest dissatisfaction.
- Memorized menu to help diners make informed meal choices..
- Used focus and memorization skills to keep track of tables and remember orders.
- Prepared and served food and beverages to customers.
- Encouraged guests to buy additional items such as appetizers, drinks, and desserts.
- Paid close attention on certain tables that had allergies and for future patrons.
- Informed kitchen of special dietary needs or requests, delivering personalized meal options.
- Processed payments and completed register transactions accurately.

Education

Associates Degree: 11/2021

Platt College - ANAHEIM

Diploma: 06/2018

Trabuco Hills High School - Mission Viejo

Skills

- Hospitality Service Expertise
- Dining Customer Service
- Pos Operation
- Attention to certain details
- Guest Seating
- Table Setting Arrangements
- Suggestive Selling
- Special Dietary Requirements