

Mariana Ceron Ramos

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Profile

Highly skilled and experienced server with over 8 years of industry experience in upscale dining establishments. Focusing on creating memorable dining experiences through attention to detail. Proven ability to anticipate guest preferences and provide exceptional service in a fast-paced environment delivering outstanding hospitality and ensuring guest satisfaction.

Experience

SERVER | LEO'S RIVER OAKS | SEPT 2024- PRESENT

- Delivered elegant elevated service at a renowned family-owned establishment dedicated to earning its first Michelin star.
- Upheld strict fine dining etiquette, including proper table setting, silverware placement, and professional demeanor.
- Trained new hires on fine dining standards, menu knowledge, and guest engagement techniques.
- Engaged with guests to convey the restaurant's culinary vision and commitment to excellence, fostering loyalty and repeat business.
- Provided world-class service, elevating guest experiences, and upholding fine dining standards.

SERVER COACH | PERRY'S STEAKHOUSE MEMORIAL CITY | MAY 2021 – JULY 2024

- Served guests promptly and accurately, adhering to presentation and fine dining service standards.
- Experienced in banquet and event services, efficiently setting up banquet rooms according to event specifications and providing exemplary service to guests during weddings, corporate events, and private parties, ensuring satisfaction
- Gained expertise in mixing cocktails and pouring various types of beers and wines. Managed cash transactions accurately, maintaining a balanced cash drawer
- Consistently trained FOH staff for serving and bartending
- Strong knowledge of wine pairings, menu items, and ingredients
- Proficient in taking orders accurately, recommending menu items, and accommodating special requests including dietary restrictions

TEAM LEAD | GYU-KAKU JAPANESE RESTAURANT | FEB 2019- MARCH 2021

- Created a training program ensuring FOH staff members were able to perform confidently and effectively in all FOH positions.
- Played a key role in the opening of a new location, leading the training of front-of-house (FOH) staff.
- Handled customer complaints and assisted managers in dealing with interpersonelle conflicts.
- Served tables while managing FOH and handling financial transactions. Collaborating with team members to streamline processes and improve service delivery.

LEAD SERVER ASSISTANT | EDDIE MERLOT'S PRIME AGED BEEF & SEAFOOD | 2016-2019

- Effectively trained incoming bussers and food runners while handling expo responsibilities to ensure seamless kitchen-to-table service
- Coordinated food orders between kitchen and servers, ensuring timely and accurate delivery to customers.
- Checked orders for quality and presentation before serving, maintaining high standards of food preparation.

Education

HOUSTON COMMUNITY COLLEGE SCHOOL OF NURSING | 2019-2020 | 15 CREDITS

IVY TECH COMMUNITY COLLEGE SCHOOL OF NURSING | 2018-2019 | 15 CREDITS

Skills & Abilities

- Customer service
- Bilingual
- Proficient with POS systems
- Excellent interpersonal and communication skills
- Upselling and Menu knowledge
- Experienced in most restaurant positions
- Multitasking and adaptability