

MARLA LACKEY

Looking for a part-time server position in a fine dining, established, top-rated restaurant.

SUMMARY

My experience includes over 2 decades in the hospitality industry. I owned and operated the well-respected OC special event planning company, Cheers To You Events. In 2023 I reopened and rebranded the gourmet publication Sauté Magazine to Sauté SoCal, featuring and promoting upscale restaurants, fancy food festivals, wine-pairing dinners, charity events and chef-driven restaurant takeovers. Sauté SoCal and my hospitality service continue to encourage guests to “taste the good life”.

EDUCATION

California State University, Fullerton
Bachelor of Arts in Business Management
with an emphasis on Organizational Behavior
Minor in English

CONTACT

949.280.5909

marla.sautesocal@gmail.com

Mission Viejo, CA 92692



EXPERIENCE

SCARLET KITCHEN AND LOUNGE (SERVER) JANUARY 2020 - PRESENT

- Increased nightly sales with high level of customer relations, menu knowledge and ability to upsell
- Created the #1 selling cocktail “The Marla” for the extensive craft cocktail menu
- Greet and serve guests in a timely and friendly manner
- Collaborate with all staff members, BOH, FOH and management to ensure seamless guest service
- Handled social media to increase awareness of the restaurant and handled responses to guest inquiries
- Opened the restaurant as a bartender in January 2020 and moved to a serving position during the pandemic
- Improved customer satisfaction and repeat business through attentive and personalized service since restaurant opened
- TOAST POS proficient

SAUTE SO CAL (FORMERLY SAUTE MAGAZINE)

- Published Author for Sauté Magazine 2017-2020
- Research and review restaurants, products, events
- Edit posts for clarity and grammar before publishing
- Partner with multiple F&B companies to develop content aligning with brand image and promotion

CHEERS TO YOU EVENTS

- Membership Chair for Association of Bridal Consultants
- Organize corporate luncheons, dinners, conferences, weddings and special events
- Create and execute catering and event timelines and budgets for clients and vendors
- Plan, attend and participate in industry events

SKILLS

- Strong interpersonal skills
- High level of community and guest relations
- Professional, service-oriented mindset
- Proofreading and grammar skills
- Social and special event planning for 2 to two hundred
- Proficient in marketing, advertising and social media
- Food and beverage service knowledge with over 20 years of experience at multiple Los Angeles and Orange County restaurants and hotels