

SYMPHONY FLORES

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Professional Summary

I appreciate working in a fast-paced environment it is a plus.

I am ready for new professional challenges and career advancement with an established operation.

I am exceptional at collaborating with a wide range of management styles

When greeting, serving, and fulfilling individual requests, I will always be upbeat and friendly.

Food safety regulations are familiar to me and i can take accurate orders. My attendance is important to me and will be ready to work even on holidays or weekend.

Skills

- Fast learner
- Good multitasker
- Works well independently
- Working night shift
- Organization
- Team management
- Problem resolution

Education

High School - 2018

Rowlett High School - Rowlett, TX

Work History

Lead host - March, 2022 to August, 2022

Austin Proper Hotel - Austin, TX

- Consistently met my daily attendance goals in checking on guest and to make them happy.
- Kept up to date on the menu and special offers, recommending specific items based on customer preferences and food allergies.
- Assisted customers in placing orders, explained menu items, and suggested appropriate alternatives for customers with food allergies.
- Serve food and drinks to guests based on my understanding of the menu and diet requirements.
- Seated guests at tables with courtesy, providing menus, and accurately recording drink orders.
- Evaluated meal preparation to ensure that special orders were created and that cooking procedures were followed.
- Immediately recognized VIP customers and gave them special treatment, including preferred tables.
- Walked through the dining room to ensure guest satisfaction and to inform servers and bussing staff of any special service requirements during service.
- Used opentable to record available tables after seating each party.

Host - May, 2023 to Present

The Loren at Lady Bird Lake - Austin, TX

- Was in charge of event contracts, which included estimates, event profiles, and post-event summaries, among other things.
- Kept track of reservations, alerted servers and managers when large groups arrived, and set up seating.
- Oversaw server balance and table turnover to ensure that customers were properly seated and satisfied.
- Kept a loyal clientele by providing exceptional service at every stage of the restaurant dining experience.
- Took phone and walk-in reservations, keeping scheduling demands and kitchen output on schedule to avoid overbooking.