

Resume 855

OBJECTIVE

Highly motivated, well-organized, and results-driven professional to secure a position with your company utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Experience in providing uncompromising highest standards of customer service in restaurant and hospitality settings, assisting customers with their product/service requirements, requests, and selections, providing intelligent solutions/options customized to individual needs, negotiating pricing and terms, and resolving customer issues to their complete satisfaction
- Establishes rapport quickly with a diverse population, forging and developing strong, long-lasting business relationships
- Strong communications, analytical, math, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments ahead of critical deadlines
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

12/2023 – Present

Banquet Server

Destination Niagara USA, Niagara Falls, NY

- Set up banquet rooms according to event specifications, including arranging tables, chairs, linens, and decorations.
- Assist with food and beverage preparation, including plating dishes, pouring drinks, and garnishing plates.
- Provide attentive and personalized service to guests during events, ensuring their needs were met and exceeded.
- Collaborate with kitchen staff and event coordinators to ensure timely delivery of food and beverages to guests.
- Maintain cleanliness and organization of banquet areas throughout events, including clearing tables, refreshing beverages, and resetting tables for the next course.
- Assist in breaking down event spaces and cleaning up after events, including proper disposal of waste and returning equipment to storage areas.

07/1995 – 10/2023

Server

Darden Restaurants, Niagara Falls, NY

- Greeted guests warmly upon arrival, provided menu recommendations, and answered questions about menu items.
- Took food and beverage orders accurately and efficiently, ensuring special requests and dietary restrictions were communicated to the kitchen.
- Served food and beverages to guests promptly and courteously, ensuring presentation and temperature standards were met.
- Checked in with guests during their meals to ensure satisfaction and address any concerns or additional needs.
- Set up and organized front-of-house and back-of-house areas, ensuring all supplies, equipment, and condiments were stocked and ready for use.
- Responsible for opening the restaurant each morning, including unlocking doors, turning on equipment, and preparing the dining area for service.
- Managed guest checks, processed payments accurately, and provided guests with a positive payment experience.
- Collaborated with kitchen and bar staff to coordinate food and beverage service, ensuring timely delivery to guests.

01/2003 – 02/2013

Cocktail Server

Seneca Niagara Casino, Niagara Falls, NY

- Greeted casino guests warmly and provided attentive service in the casino bar and gaming areas.
- Took beverage orders accurately and efficiently, ensuring compliance with casino policies and regulations.
- Prepared and served a variety of cocktails, mixed drinks, and non-alcoholic beverages according to guest preferences and standard recipes.
- Engaged with guests to enhance their experience, including making recommendations, answering questions, and providing information about casino promotions and events.
- Maintained cleanliness and organization of the bar area, including stocking supplies, cleaning equipment, and sanitizing surfaces.
- Processed cash transactions, including handling payments, making change, and reconciling cash drawer at the end of shift.

EDUCATION

Associate's Degree - Food Service (in process)

Niagara County Community College, Niagara Falls, NY

High School Diploma

Niagara Falls High School, Niagara Falls, NY