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**Professional Summary**

As an efficient multitasker and a strong customer service expert, I excelled at Destination Mackinac. Putting customer satisfaction at the top of my priority list, I was able to give all customers the best experience they could have had. With skilled sales expertise and alcohol safety, I was able to boost my sales and create a comforting, elegant environment within the Pink Pony Bar and Grill at the Chippewa Waterfront Hotel and at Salmon Dave's seafood restaurant. Highlighting my effective communication skills, team collaboration and workplace professionalism through the past five years. With these work experiences, I learned more about myself, responsibility, and how to overcome workplace hardships.

**Experience**

**Server**

June 2023 to August 2024

Pink Pony Bar and Grill, Chippewa Waterfront Hotel - Mackinac Island, Michigan

- Upsold drinks, desserts, and specials boosting sales and profit.
- Managed closing duties such as counting money and cleaning.
- Presented menu items with acute information about food allergies.
- Swept and mopped floors, removed trash, stocked all necessary areas, and more to prepare the restaurant for the next day's staff.
- Memorized drink menu, presented it when requested and correctly checked identification of those 21 and older.
- Denied drink service to those younger than 21, those with expired licenses, or any others that provided invalid forms of ID.
- Prepared checks to itemize and total meal costs and sales taxes.
- Cleaned, dried, and put away dishes to be used by entire restaurant staff.

**Restaurant Host**

September 2023 to May 2024

Salmon Dave's - Rocky River, Ohio

- Greeted patrons and coordinated table assignments to meet party preferences and requests.
- Dealt with and controlled large sums of money during holiday months when patrons purchased gift cards.
- Helped teammates, maintaining positive working relationships.
- Recorded and prepared to-go orders.
- Regularly checked bathroom cleanliness and maintained it when needed.
- Worked coat check during winter months and upon request.

**Sales associate, Shift leader**

June 2019 to August 2023

Destination Mackinac - Mackinac Island, Michigan

- Operated cash register and POS to process sales transactions and handle payments.
- Assisted customers with product selection to ensure customer satisfaction.
- Recommended, select, and help locate and obtain merchandise based on customer needs and desires.
- Opened and closed cash registers, balanced cash drawers, and made deposits.
- Established a positive rapport with customers by delivering friendly, personalized service.
- Prepared merchandise for purchase.
- Organized merchandise displays, often for windows, to promote bestselling and new products.
- Regularly closed and opened store.

- Trained new employees and assisted them when needed.

## Education

High School Diploma: May 2023

Saint Joseph Academy - Cleveland, Ohio

GPA: 3.94

## Skills

- Guest Relations Management
- Order Accuracy
- Sales expertise
- Alcohol safety and knowledge
- Strong Multitasking
- Customer Service
- Team Collaboration
- Communication with FOH, BOH and customers
- Complaint resolution
- Efficiency within the workplace

## Certifications

Serve Safe - serving alcohol and food ability  
course

## References

Available upon request