

# Riley McShane

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## EXPERIENCE

### **Bud and Genes, Huntington Beach — Server**

July 2022 - April 2023

- Demonstrated an ability to handle stress calmly under pressure such as busy weekends without sacrificing quality of product delivered or level of customer service provided.
- Exceptional interpersonal and team building skills with an aptitude for building rapport with a diverse range of customers, managers, and colleagues.
- Thorough knowledge of menu offerings, including wine pairings for dishes.
- Handled food running, serving, bussing, and hostessing weekends alone.
- Took care of both opening and closing duties including restocking, sanitizing, sweeping and mopping, check-outs and cash drops, and prepping.

### **Hooters, Costa Mesa — Server**

September 2021 - February 2023

- Appropriately suggested additional items to customers to increase restaurant sales.
- Routinely supported other areas of the restaurant, including answering phones, restocking multiple server stations and to go areas and completing transactions for to go guests.
- Skillfully promoted items on beverage list and restaurant specials..
- Effectively communicated with kitchen staff regarding customer allergies.
- Regularly checked on guests to ensure satisfaction with everything ordered.
- Delivered exceptional, friendly, and fast service.
- Bussed tables after guest departure and cleaned the dishes.

### **Ruby's Diner, Huntington Beach — Host/Take-out/Fountain**

January 2020 - February 2021

- Greet incoming and departing guests warmly with a genuine smile and eye contact; escort them to the assigned dining area; present menus; announce waiter's name.
- Monitored dining rooms for seating availability, service, safety, and satisfaction of guests.
- Assisted waiters with customers special requests and guest inquiries
- Hosting, and take-out responsibilities as well as making and running milkshakes to tables on both floors.
- Cleaning up, shutting down and closing the store.

## SKILLS

Knowledge of food safety, health codes and regulations

Ability to work in a fast paced environment

Proven ability to upsell menu items/add-ons

Highly motivated and reliable team player

## CERTIFICATIONS

ServSafe California Food Handler Certificate (Current)

Alcoholic Beverage Control license (current)

## LANGUAGES

English

American Sign Language