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DAFNE MATIAS MORALES

SERVER

PROFESSIONAL SUMMARY

Dedicated server with 4 years of serving experience, looking to bring my expertise to new restaurants. Experienced in providing exceptional customer service and ensuring customer satisfaction. Skilled in multitasking and handling high-pressure situations. Seeking an opportunity to contribute to a dynamic team and deliver excellent dining experiences.

SKILLS

- Customer Service
- Multitasking
- Teamwork
- Communication
- Time Management
- Attention to Detail

LANGUAGES

- Spanish
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- English
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EMPLOYMENT HISTORY

DEC, 2019 - AUG, 2020

Host Trainer, Yard House, Irvine

- Develop and implement strategies to improve customer satisfaction and enhance the dining experience at Yard House
- Develop and maintain a positive and welcoming atmosphere for guests at all times
- Greet and seat guests in a timely and friendly manner to ensure a positive first impression for Yard House
- Greet and seat guests in a timely and friendly manner to create a positive first impression and ensure a smooth dining experience

AUG, 2020 - MAY, 2023

Server, Yard House, Irvine

- Develop rapport and build strong relationships with customers to enhance the overall dining experience.
- Ability to accurately and efficiently take food and drink orders from customers in a fast-paced restaurant environment.
- Promote and upsell menu items to increase sales and maximize revenue.
- Provide recommendations on food and drink pairings to enhance the dining experience
- Effectively handle customer complaints and resolve issues to ensure customer satisfaction and repeat business.
- Ensure prompt and efficient service to guests by managing multiple tables simultaneously.

EDUCATION

AUG, 2014 - JUN, 2018

Aliso Niguel High School, Aliso Viejo

REFERENCES

Dean Wells

YARD HOUSE

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