

RILEY STONGER

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Training

Cal State University, Fullerton | Fullerton, CA

Bachelor's Degree – IP (Spring 2024)

- Major in Marketing

Saddleback College | Mission Viejo, CA

Associate's Degree -Spring 2021

- Major in Business/Real Estate Financing
- Member of the Accounting Society

San Juan Hills High School | San Juan Capistrano, CA | 06/2019

High School Diploma

- 3.83 GPA
- Honor Roll 2019
- Seal of Biliteracy Recipient (Spanish)

Athletics:

- Varsity Softball
- Varsity Surf

Experience

Server, Bartender | Selma's Chicago Pizzeria - Ladera Ranch, CA | 10/2019 - Current

- Excellent interpersonal skills and the ability to provide exceptional customer service by engaging with guests, taking orders, and addressing their needs in a friendly and professional manner
- Addressed concerns or complaints quickly to improve service and escalated more

advanced issues to management for resolution.

- Communicated effectively with patrons to establish preferences and dietary restrictions and make food and beverage recommendations.

Head Hostess, Food Runner, Server

| Chili's Grill & Bar - Mission Viejo, CA | 11/2017 - 10/2019

- Managed guest expectations by relaying information regarding hours, wait times and specials.
- Set up and decorated menu marketing boards with current drink specials.
- Handled currency and credit transactions quickly and accurately.
- Built loyal clientele through friendly interactions and consistent appreciations
- Resolved complaints promptly and professionally

Skills

- Time Management
- Organization
- Team Collaboration
- Attention to Detail
- Problem Solving
- Customer Service

Interests

- Body Building, Concerts, Skiing, Surfing, Cooking, Interior Decorating, Travel