

Kayla Vick

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Dedicated customer service representative motivated to maintain the upmost customer satisfaction. Hardworking server who thrives under pressure and goes above and beyond to create unforgettable guest experiences. Expert in pour cost and craft cocktails. Knowledge in training and development.

Boondocks *San Clemente, CA*
Server/Bartender

May 2021 - August 2022

- Greeted guests in a timely and professional manner
- Skillfully promoted items on beverage lists and restaurant specials
- Set dining tables according to type of event and service standards
- Followed all safety and sanitation policies to uphold proper health standards

Rooftop Lounge (Interstate Hotels and Resorts) *Laguna Beach, Ca*
Lead Server/Bartender

April 2018 - March 2020

- Lead server that handled VIPs and high profile guests
- Supervised daily set up and break down of stations
- Inspected drink and food orders to ensure quality assurance
- Trained new staff, including servers and bartenders to ensure consistency among service

Dukes *San Clemente, CA*
Server/ Bartender

January 2015 - January 2019

- Consistently provided professional, friendly and engaging service
- Cleaned bars, work areas, and tables
- Responsible for daily set up or break down of stations
- Gathered drink and food orders along with running food and drinks
- Crafted hand poured beverages

Palm Beach Tan *San Clemente, CA*
Manager

January 2013 -January 2016

- Schedule staff and approving time off
- Creating training manual for new staff
- Accountable for the books and keeping balances
- Maintaining inventory throughout the store
- Organizing/running meeting within my locations as well as with district managers
- Overseeing employees tasks

Education

Junipero Serra High School

2012

Skills

Organized and efficient /Thrives in fast-paced environment / Takes initiative / Quick learner