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# Catherine McGowan

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## Summary

Results-driven server with extensive experience in high-volume dining environments. Expertise in cash handling and menu recommendations, leading to increased sales and enhanced customer satisfaction. Proven ability to optimize guest relations and enhance dining experiences through exceptional service and conflict resolution. Strong team collaboration skills contribute to overall operational success.

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## Skills

- Customer service and guest relations
- Conflict resolution
- Team collaboration
- Beverage preparation and service
- Tableside etiquette
- Promotional specials management
- Table bussing and organization
- Multitasking skills
- Menu recommendations
- High-volume dining experience
- Cash handling expertise
- Exceptional service delivery
- Food and beverage pairings
- Strong work ethic
- Liquor, wine, and food service knowledge
- POS operation proficiency
- Suggestive selling techniques

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## Experience

**SERVER** | 06/2025 - 08/2025

**Olive Garden Restaurant - Rogers, Arkansas**

**SERVER** | 05/2025 - 08/2025

**Applebees - Rogers, Arkansas**

**SERVER** | 03/1997 - 10/1999

**Rattlesnake Bar & Grill - Boston, Massachusetts**

- Provided exceptional customer service to enhance dining experiences.
- Took orders from customers accurately and in a timely manner.
- Handled money transactions accurately while following company procedures for handling cash payments.
- Operated POS terminals to input orders, split bills, and calculate totals.
- Greeted customers, answered questions, and recommended specials to increase profits.
- Displayed enthusiasm and knowledge about restaurant's menu and products.
- Responded efficiently to guest inquiries and complaints in a professional manner.
- Followed health safety guidelines when preparing and serving food products.
- Checked food before serving it to customers.
- Greeted guests and provided menus.
- Promoted desserts, appetizers, and specialty drinks to optimize sales.
- Performed opening and closing duties such as setting up the dining area, restocking supplies.
- Enforced minimum age requirements for consumption of alcoholic beverages by checking identification.

## Education and Training

**Walden University - Minneapolis, MN | Master of Arts**

Social Work, Expected in 05/2027

**Emerson College - Boston, Massachusetts, MA | Bachelor of Arts**

Creative Writing & Film Studies, 12/1998

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## References

References available upon request.