Cynthia Brown

 Buena Park CA

[C] 323-806-3109

Browneyegurl89@gmail.com

# Summary

Experienced Waitress bringing enthusiasm, dedication and exceptional work ethic. Trained in customer service with in-depth knowledge of American cuisine. Highly versatile and adaptable to fast-paced, changing restaurant environments with discerning customers and high standards.

Restaurant floor manager with a winning attitude and desire to deliver a exceptional dining experience. Focused on setting high expectations and raising service standards.

# Skills

* Point of Sale (POS) system operations
* Safe food handling
* New employee mentoring
* Menu memorization
* Buffet setup and takedown
* Wine pairings
* Dining customer service
* Quality control
* Effective customer upselling
* Prompt table clearance
* Seating assignment preparation
* Conflict and dispute resolution
* Waiting tables
* High-volume dining
* Server management
* Price memorization

# EXperience

**6/2019-Current.**  **Manager**

 **Hopscotch Tavern -**Fullerton, CA

* Mentored front of house personnel on company policies customer service techniques and professional communication.
* Counseled and disciplined staff, addressing issues promptly and providing constructive feedback.
* Collaborated with Executive Chef to analyze and approve all food and beverage selections.
* Trained all front of house staff on restaurant policies and procedures, guest service techniques and communication skills to ensure positive experience.
* Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees

**4/2017-6/2019. Manager**

 **The Pint House of Orange –** Orange, CA

* Experienced customer service manager. Responsible for a team of 25 people in customer service.
* Maintained high quality of services, assisted customers and quickly resolved concerns.
* Responsible for the project and team member schedule. Coached and mentored new associates on strategies and internal policies
* Delivers food and drinks to guests using and meeting Buffalo Wild Wings’ time specifications
* Greet guests, answers questions, and makes suggestions regarding food, drinks, and service. Inform guests of special offers and promotions
* Interacts verbally with all guests creating an upbeat atmosphere
* Relays orders to service bar and kitchen via the point-of-sale computerized register system
* Observes guests and responds to any additional requests. Maintains guest satisfaction throughout entire visit
* Book all private events, make contracts and plan buffet menu with Chef.

**1/2016-5/2017. Bridal Stylist**

 **Alfred Angelo Bridal –** Huntington Beach, CA

* Inform customers about the range of styles, colors and cuts they can select from
* Style bridal looks with jewelry, veils, gloves and headpieces
* Help brides try on dresses and accessories
* Take measurements and arrange alterations on dresses, as needed
* Provide accurate information about gowns, like pricing and materials
* Schedule dress fittings with clients
* Coordinate delivery, pick-up and return of dresses
* Participate in bridal expos to promote our store and wedding dresses to potential customers
* Assist with shop window decoration

**11/2016-4/2017. Server**

 **Buffalo Wild Wings –** Orange, CA

* Delivers food and drinks to guests using and meeting Buffalo Wild Wings’ time specifications
* Greet guests, answers questions, and makes suggestions regarding food, drinks, and service. Inform guests of special offers and promotions
* Interacts verbally with all guests creating an upbeat atmosphere
* Relays orders to service bar and kitchen via the point-of-sale computerized register system
* Observes guests and responds to any additional requests. Maintains guest satisfaction throughout entire visit
* Presents guest check to each table and accepts a form of payment.  Makes correct change and/or completes the proper charge card procedure
* Participates in the clearing, sanitizing and resetting of guests’ tables

# CErtificates & Licenses

**Food Handler card**

2017-Cureent