

## CYNTHIA BAILEY

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Sacramento, CA 95824

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### SUMMARY

Experienced server providing outstanding customer service in a restaurant and office setting. Dedicated worker and team player with a positive attitude.

### DEMONSTRATED SKILLS

- Empowered with training new employees and volunteer learners on customer service standards as a server, hostess, and food expeditor according to standards.
- Experience as a server providing fast and friendly customer service, taking food orders, and utilizing the point of sale computer system for entering food orders and receiving payments.
- Enjoys greeting customers as a hostess, and providing excellent service in person or on the phone, willing provide information to interested clients.
- Takes initiative to ensure front of house is operating well by taking charge of opening/closing side work, and resetting tables.
- Demonstrated leadership skills for catering events by overseeing the set up and flow of events with attendance of 60 people or more.
- Assisted with delivery and set up of foods for onsite and offsite catering events and banquets.
- Great attention to details while assisting with delivery of food and presentation for catering events.
- Demonstrates flexibility and team work by assisting with kitchen duties when needed, including dishes, side work, and prepping food.
- Administrative skills include: word processing, computers, phones, fax, copying, set appointment for deliveries and reservations.

### WORK EXPERIENCE

<b>Plates Café and Catering</b> , Sacramento, CA <i>Server, Hostess, and Volunteer Learner Trainer</i>	<b>2012 – Present</b>
<b>Three Women and an Armoire</b> , Sacramento, CA <i>Administrative Assistant</i>	<b>2004 – 2006</b>
<b>Salvation Army</b> , Sacramento, CA <i>Office Assistant</i>	<b>2003 – 2005</b>
<b>Holiday Inn</b> , Stockton, CA <i>Server</i>	<b>1996 – 1997</b>
<b>Denny's Restaurant</b> , Stockton, CA <i>Trainer, Server and Hostess</i>	<b>1993 – 1995, 1999</b>
<b>Denny's Restaurant</b> , San Jose and Folsom, CA <i>Trainer, Server and Hostess</i>	<b>1986, 1987 – 1990</b>

### EDUCATION

**Culinary School**, Charles A. Jones Skills Center, Sacramento, CA  
**General Education Courses**, San Joaquin Delta College, Stockton CA  
**GED**, State of California Department of Education