

Danielle Nau

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Long Beach, CA 90802
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Introduction:

Experienced server bringing enthusiasm, dedication and an exceptional work ethic. Trained in hospitality service for over 10 years from casual to healthy global cuisine. Detail oriented with high energy with dedication to positive guest relations. High volume dining, customer service, cash handling background.

Professional Experience

07/12 – Present

Server/Trainer

Sammys Woodfired Pizza and Grill – El Segundo, CA

- Properly trained new servers on guest service expectations.
- Efficiently offered Company's 12 step service program to every guest.
- Bussed and ran food in a timely manner on a daily basis.
- 10 table section on a daily basis.
- Appropriately suggested additional items to guest to increase restaurant revenue.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.

05/11 – 07/12

Server

Jon's Coffee Shop – Huntington Beach, CA

- Efficiently ran 12 table section on daily basis.
- Delivered exceptional, friendly, and fast service.
- Effectively answered questions about the menu and made recommendations when requested.
- Managed closing duties, including re-stocking of all items and cash handling procedures.

08/08-08/10

Server

Chevy's Restaurant – Reno, NV

- Efficiently served up to 8 tables on a daily basis.
- Assisted guests with making menu choices in an informative and helpful fashion.
- Regularly checked on guests to ensure complete satisfaction with each food course and beverages.
- Promoted and suggested new and special items to every guest to increase restaurant sales.
- Consistently adhered to quality standards and exceeded guest expectations.

References

Andrew Kim
Assistant General Manager
Sammys Woodfired Pizza and Grill
(213) 822- 6539