

# Kristy Hardiman

Carson, CA

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## WORK EXPERIENCE

### **Server and Hostess**

Lucille's Smokehouse BBQ - Torrance, CA - March 2012 to Present

#### Responsibilities

I provided excellent customer service, welcomed and greeted every guest that entered, coordinated all weekend nights and major holidays, set accurate quote times for my greeter, organized job duties and side work for all front desk employees per shift, answering phones while providing accurate directions and taking orders for takeout, packaging orders in back takeout ensuring food quality for every outgoing order, and recited promos. As a server I was responsible for performing as a 5 star server and following all seven steps of service, receiving 100% on all shoppers, training and developing incoming servers, assisting in food quality, and all in all serving the best BBQ with the finest southern hospitality!

#### Accomplishments

I helped to train majority of our incoming front desk employees in the areas of seating, wiping, greeting, takeout and coordinating. I mentored the same front desk employees into serving positions. I helped incoming servers transition from their previous restaurants into the Lucille's culture. I received employee of the month twice.

#### Skills Used

I consistently demonstrated excellent customer service, mentoring abilities, menu recognition, speed of service and precision.

## EDUCATION

### **DRE in Real Estate**

Cerritos College - Norwalk, CA

2013 to 2015