

# LaFonda Black

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## **Position seeking:** Server, Cocktail Server, Waitress

Over 10 years of customer service and sales experience in restaurants, call-center, and retail settings. Able to work effectively under pressure while keeping a great attitude as well as build rapport and develop regular clientele. Hard working and motivated, willing to work overtime and pick up shifts – team player. Excellent at upselling, building rapport and relationships, superb phone etiquette, excellent listening skills, speaks clearly and can quickly identify and resolve conflicts, anticipates needs of customers and business and empathizes with diverse customers. Learns quickly, excellent memorization and product knowledge, accurately takes and places orders, experience with various POS systems and software including Aloha and Vista.

## **IPIC, Los Angeles, CA**

Luxury dine-in theater server 4/2014 – 12/2014: Upscale Theater and cocktail server. Exceeded expectations by providing superb menu knowledge, beer, wine, and cocktail knowledge; well-groomed and articulate, detail oriented and personable. I was awarded a certificate of outstanding achievement for going over and beyond during training. Greeted guests at each cinema and escorted them to their seats, ensured each guest was greeted within 2 minutes of being seated at their tables. I perfected the art of pre-bussing and checking on guests in the dark ensuring my guests never had to ask for a thing or lift a finger. Anticipated needs of guests including guests I was not assigned to. Always a team player, who works well with others and helps without being asked. I excel at banquet serving and tray passing, also served large and small special events as well individual tables. Regularly picked up additional shifts and completed overtime when requested. Mastered the art of multitasking and time management to serve up to 4 different cinemas at a time, which equaled 30-36 tables at a time on busy shifts.

## **Buffalo Wild Wings, Los Angeles, CA**

Server 4/2013 – 6/2014: Fun and exceptional service as a server specializing in beer, wings, and sports. Consistently pre-bussed, ran food & bar drinks for other servers, always a team player working hard to ensure each guest enjoyed themselves. Worked well with large parties and assisting the floor run smoothly. Went over and beyond to ensure guests knowledge of special events and promotions were accurate and up to date.

## **Blacktie events, Los Angeles, CA**

Banquet Server 10/2013 – 11/2014: Exclusively hired for celebrity and upscale banquet events. Duties included; tray passer, food server, and busser. Assisted with set up prior to event as well as clean up at the conclusion of events. Communicated effectively with the lead catering staff regarding any special needs. Assisted in ensuring that the events started on time. Made adjustments as needed and relayed information to the appropriate personnel. Maintained high standards of safety and cleanliness in all areas on location. Communicated any areas of need, problems, and concerns from guest to Banquet Manager. Provided all group guests with a lasting experience with intent for return business. Maintained proper dining experience, delivered items, fulfilled customer needs, removed courses, and replenished utensils, refilled glasses. Delivered Alcoholic and Nonalcoholic drinks for service to customer's table. Properly opened and poured wine at the tableside. Performed basic cleaning tasks as needed or directed by supervisor.

Greeted all guests and owners warmly with an appropriate greeting. Adhered to grooming and appearance standards consistently.

**VXI, Los Angeles, CA**

DIRECTV Movers Department: Inbound sales and retention 12/5/2011 – 12/4/2013 A master at retaining and upgrading customers calling to disconnect their DirecTV service. Effectively upgrades and upsells 110% equipment and programming weekly, exceeds sales expectations by successfully moving 52% of callers, retains over 80% of callers intending to cancel their service. Effective leadership skills, consistently chosen by management to Y-Jack – (conference call) with new hires as part of their floor training, earns an average weekly 97% Quality control Score for calls listened to by quality control team with an average of 4 calls listened to weekly, considered to be one of the most knowledgeable agents on the floor, handpicked by management to speak directly with DirecTV client for focus groups, meetings, and during live calls. Promoted from Sales Support Dept. to Movers Dept in 2012, and lastly promoted from Movers to Movers Retention Group in 2013. Due to my vast knowledge in sales and customer service and excellent number, I was promoted twice in 2 years.

**Red Lobster, Stockton CA**

Server 6/2005 /1/2007 - Provided fine dining experience with a family friendly feel; quality service with a smile, including up sales, cleaning and bussing tables, side work, assisting other servers, answering all questions by having exceptional knowledge of our menus, and preparations processes. I consistently worked with repeat guests by request, providing a professional, clean appearance, and the quality service to expect at Red Lobster.