

# MERCEDES LEE CANALES

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## CUSTOMER SERVICE

**PROFILE:** Over eleven years of customer service experience in a restaurant setting. Highly motivated, able to multi-task and prioritize workload under pressure, as well as increase pace as workload demands. Excellent interpersonal skills, with ability to build rapport and develop regular clientele. Team player, noted for volunteering to work additional shifts. Keen attention to detail. Desire to train and help others grow.

## KEY SKILLS

- **Customer Service/Sales:** Skilled in essential physical job functions — anticipation needs and empathizing with diverse customers. Speak clearly, quickly identify and resolve problems, listen and respond to requests and follow up to assure complete satisfaction. Outstanding upselling ability, without over-selling.
- **Server:** Accurately take and place all food orders. Answer all questions about food cooking methods, menu items, specials and prices. Prepare and/or deliver food such as soup and salad, beverage and dessert orders in a timely fashion. Clean all work areas, equipment, utensils, dishes, and silverware and ensure they are stored appropriately in accordance to state law. *Recognized as top server. Routinely manages 6+ table station on busy Friday and Saturday night shifts. Consistently achieve sale goals.*
- **High Limit Bartender:** Independently serve all High Limit Bar and High Limit table guests; eight Blackjack tables, and six Baccarat tables as well as a 16 seat full service bar. Mixing and serving alcoholic beverages to customers. Following all safety and sanitation policies when handling food and beverages. Checking customer's identification to confirm that they are legally able to consume alcohol. Monitoring the intake of alcohol by guests, and prohibiting the sale of alcohol to those who are intoxicated. Preparing cocktails and other drinks. Welcoming, acknowledging, greeting and engaging the guests in conversation who come to the High Limit Room. Maintaining appropriate stock levels for the bar. Taking money from customers and process all credit card and Players Card comps and payments. Moving, lifting, carrying, and pulling stock, and chairs around. Communicating with guests and making them feel appreciated. Ensuring that customers receive an efficient and prompt service. Maintaining the cleanliness of the bar area, as well as bar glasses and utensils.
- **Team Leader/Trainer:** Experienced in leading teams, delegating work, enforcing policies, and ensuring assigned tasks are complete. Motivate co-workers.
- **Computer Proficiencies:** Various POS software programs, including Aloha Restaurant POS system, Agilysys, and Micros POS system, Microsoft Office(Word, Excel, PowerPoint), QSI, CPS.

## PROFESSIONAL EMPLOYMENT

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|---|----------------|
| Morongo Casino, Cabazon, CA.                                | (2015-Present) |
| Toby Keith's I Love this Bar & Grill, Rancho Cucamonga, CA. | (2012-2015)    |
| Killarney's Irish Pub, Riverside, CA.                       | (2010-2012)    |

## EDUCATION

**Undergraduate Coursework,** Health Science, Arts and Kinesiology San Bernardino Valley College, San Bernardino CA., 56 Credits.