

Mariah Plaza

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Professional Summary

- Driven Busser, with 3 years' experience, seeking to join your growing restaurant team. I am highly skilled in addressing customer concerns with speed, accuracy and professionalism. Looking for part-time, weekend employment.

Education

- **SAN JOSE STATE UNIVERSITY**
- Graduating class of 2021

Skills & Abilities

- Cross-functional training
- Communication skills
- Thrives in fast-paced environment
- Leadership
- Quick problem solver
- CPR certification
- SERV Safe certification

Experience

BANQUET SERVER | WEDGEWOOD WEDDINGS | CURRENT

- Consistently provide professional, friendly and engaging service.
- Follow all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Set dining tables according to type of event and service standards.
- Immediately report accidents, injuries or unsafe work conditions to manager.
- Moved and arrange tables, chairs and place settings and organized seating for groups with special needs.
- Effectively listen to, understood and clarified guest concerns and issues.
- Monitor guest for intoxication and immediately reported concerns to management.
- Uphold highest standard for cleanliness of glass and silverware.
- Inspect, pull and stack cleaned items and sent soiled items back for re-scrubbing and re-washing.
- Empty and maintain trash cans and outdoor dumpster area.
- Served beverages, breads and butter and replenished items as necessary.
- Restock the salad bar and buffet, refill condiments, organize pantry area and sweep and mop floors.

WELCOME DESK/BUILDING COORDINATOR | MORGAN HILL COMMUNITY CENTER | NOVEMBER 2017-CURRENT

- Greeting customers
- Scheduling appointments/meetings
- Renting out the facility
- Processing payments (card, cash, and check)
- Using Excel, PowerPoint, and Word
- Making/receiving phone calls
- Opening/Closing the facility
- Disarming/Arming security alarms
- Cleaning the facility (vacuum, wiping tables, sweeping, etc.)
- Giving tours
- Setting up for events in a timely matter
- Acting on all developmental assets
- Obtained personal information of customers to keep confidential
- Using printer/fax machines
- Submitting/Receiving office supply orders

HOSTESS BUSSER | VICTORIA'S MEXICAN RESTAURANT | FEBRUARY 2015-ON CALL

- Consistently provided professional, friendly and engaging service.
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff.
- Addressed diner complaints with kitchen staff and served replacement menu items promptly.
- Immediately reported accidents, injuries or unsafe work conditions to manager.
- Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.
- Inventoried and restocked items throughout day.
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
- Proactively prepared for large parties and reservations, anticipating planning and staffing needs.
- Bussed, cleared, cleaned and set tables in a quiet and efficient manner.
- Resolved guest complaints quickly and efficiently.
- Received frequent customer compliments for going above and beyond normal duties.
- Assisted co-workers whenever possible.
- Moved and arranged tables, chairs and place settings and organized seating for groups with special needs.
- Effectively listened to, understood and clarified guest concerns and issues.

BANQUET SERVER | COYOTE CREEK GOLF COURSE | JUNE 2017-ON CALL

- Consistently provide professional, friendly and engaging service.
 - Follow all safety and sanitation policies when handling food and beverage to uphold proper health standards.
 - Set dining tables according to type of event and service standards.
 - Immediately report accidents, injuries or unsafe work conditions to manager.
 - Moved and arrange tables, chairs and place settings and organized seating for groups with special needs.
 - Effectively listen to, understood and clarified guest concerns and issues.
 - Monitor guest for intoxication and immediately reported concerns to management.
 - Uphold highest standard for cleanliness of glass and silverware.
 - Inspect, pull and stack cleaned items and sent soiled items back for re-scrubbing and re-washing.
 - Empty and maintain trash cans and outdoor dumpster area.
 - Served beverages, breads and butter and replenished items as necessary.
 - Restock the salad bar and buffet, refill condiments, organize pantry area and sweep and mop floors.
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