

# Latoya Owens

Dallas, TX

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Efficient and friendly Banquet Server with extensive experience in the customer service and hospitality industries. Attentive and detail-oriented, able to ensure customer satisfaction and exemplary service. Focusing on personalized service in a way that makes each customer feel special and understood.

Authorized to work in the US for any employer

## Work Experience

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### **Professional Catering Server**

Two Sisters Catering - Dallas, TX

June 2018 to September 2019

- Set up buffet tables, food, beverage, and service items; ensured food items had identifiers or menus; kept display equipment, buffets, and tables clean and free of debris.
- Partnered with team to resolve problems in a fast paced environment requiring improvisation.
- Ensure that events are properly equipped and executed by transporting, pulling, setting up and breaking down, as well as returning equipment to designated storage's in compliance with event standards and instructions.
- Checking with customers to ensure that they are enjoying their meals and take action to correct any problems.

### **Fine Dining Server**

Mango Mangeaux: A Simply Panache Bistro - Hampton, VA

August 2016 to March 2018

- Up-selling: Direct customers to meal add-ons and specialty drinks of perceived value to increase sales.
- Consistently praised in customer surveys for friendliness and efficiency.
- Deliver food items to tables in a professional and timely manner.
- Ensure that food presentation is up to the mark.

### **Licensed Esthetician**

Simply Panache Nail Bar & Pedi Spa - Hampton, VA

August 2016 to March 2018

- Train new estheticians as they join our staff.
- Answered phones and did filing and paperwork.
- Offered a number of spa-type treatments.
- Keep area clean and organized.

### **Server- Fine Dining**

Grand Hyatt Hotel - Dallas-Fort Worth, TX

March 2015 to June 2016

- Greeted guests promptly at their tables and furnished wine and beverage list.

- Efficiently cleared table after each course to ensure a clutter-free dining environment.
- Inform guests of specials and menu changes.
- Prepare final bill, present check to guest, accept payment, process credit card charges or make change.

#### Accomplishments

Received weekly awarded cards recognizing my work ethic and excellence customer services following customer feedback online.

#### **Licensed Esthetician On-Call**

Grand Hyatt Hotel - Dallas-Fort Worth, TX

April 2014 to March 2015

- Profound flexibility on the job.
- Excellent team player, responsible, dependable with high personal standards and values.
- Proven sales/recommendation background.
- Kept spa clean and well-maintained to present best appearance to customers.

#### **Licensed Esthetician**

Hand and Stone Spa Facial and Massage - Irving, TX

April 2014 to November 2014

- Performed facials and waxing, maintained appropriate decorum and professionalism at all times.
- Attended training sessions to increase knowledge of products available for sale.
- Informed guests of products available for retail sales.
- Provided the best possible facials and skin care, and empathized with guests as needed.

#### Accomplishments

Wrote an article in Award Winning Publication, Suburban Magazine on the benefits of Teen Facials.

#### **Call Center Beauty Advisor**

PFSWeb Inc - Dallas, TX

December 2012 to March 2014

- Managing customer's account, recording and keeping all records of customer interactions and transactions.
- Handling and resolving customers complaints.
- Advance training in L'Oreal cosmetic lines and skincare.
- Assisted customers in navigating the companies website, and placing orders online and trouble shooting any technical issues.

#### **Fine Dining Server**

Pappadeaux Restaurant - Duncanville, TX

November 2011 to September 2012

- Provided excellent patron experiences through phenomenal customer service, evidenced by high number of regular patrons requesting to sit in my section.
- Assisted others in carrying out their part of preparing/serving meals.
- Significantly increased guest check averages by promoting appetizers, specialty items, and wine selections.
- Success multitasking while remaining professional and courteous in fast-paced environments.

**Licensed Esthetician**

Ulta - Dallas, TX

March 2010 to October 2011

- Explained beneficial properties of preparations and suggested shades and varieties of makeup to suit customer's complexion.
- Sold merchandise to individuals in store and showroom, utilizing knowledge of products sold.
- Treated the facial skin to maintain and improve its appearance, using specialized techniques and products such as peels and masks.
- Promoted and served to customers' needs and concerns, to provide quality experience.

**Server**

Chili's DFW Airport - Dallas, TX

July 2008 to August 2009

- Examined trays to ensure quality assurance.
- Forged strong relationships with customers and staff.
- Recorded amounts and types of special food items served to customers.
- Deliver food and beverages from kitchen and bar to guests in a timely matter.

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**Education****Theology**

Christ for the Nations Institute - Arlington, TX

2012

Ogle Beauty School - Arlington, TX

2009

**High school or equivalent in Basic Studies**

Winfrey Charter High School - Irving, TX

1999 to 2000

**Basic Studies**

Tarrant County College - Grand Prairie, TX

2013

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**Certifications and Licenses****Licensed Esthetician****TABC****A valid Esthetician license****Food Handler****Food handler certificate**