Madison Metts

90066, Los Angeles, California

310-926-4690

Metts.Madison8@Gmail.com

A Dedicated Professional, Committed to Ensuring Customer Satisfaction With a Friendly Demeanor. Resourceful and Diligent, Adept at Maintaining Composure in High-pressure and Challenging Situations.

EXPERIENCE

California Pizza Kitchen, Santa Monica, CA — *Server*

March 2024 - June 2024

➢ Delivered attentive, friendly service, with extensive knowledge on menu items and company procedures.
➢ Collaborated with the kitchen on allergy-related meals and special requests.
➢ Managed cash and credit transactions with high accuracy, using Aloha Point of Sale system.
➢ Promoted and upsold customers based on their preferences.

California Pizza Kitchen, Santa Monica, CA — *Take out, Expo, Host*

April 2023 - March 2024

➢ Coordinated waitlists and organized reservations, effectively prioritizing limited resources.
➢ Promptly resolved customer complaints and concerns. Juggled timing of orders and table seating, team communication, and training new staff members.
➢ Managed incoming and outgoing calls, ensured smooth communication and accurate note taking

Tilly's, Santa Monica, CA — *Sales Associates*

April 2022 - May 2023

➢ Awarded "Employee of the month" for July 2022, with the review "Awesome performance, putting our customers first, dedicated team player."
➢ Effectively recruited customers for Tilly's Rewards program, often signing 12-14 customers per shift.

RAP Citywide Aquatics, Los Angeles, CA — *Locker Attendant*

April 2017 - September 2020

➢ Informed customers of pool policies, procedures, and programs
➢ Organized supplies and kept accurate inventory

SKILLS

Adaptability

Communication

Creativity

Critical thinking

Customer service

Team work

Time management

Certifications

Food Handler - ANAB

CPR - American Red Cross

First Aid -American Red Cross

BLS - American Red Cross

Certified Nursing Assistant - Westchester College of Nursing and Allied Health

EDUCATION

Santa Monica College, California — *Early Childhood Education*

August 2022 - December 2025