

Michelle De Leon

Los Angeles, CA 90057

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Authorized to work in the US for any employer

Work Experience

Server

The Butcher the Baker the Cappuccino maker-West Hollywood, CA

December 2020 to January 2024

- Provided memorable patron experiences through excellent customer service, accurate order delivery, and individualized recommendations.
- Take food and beverage orders with a high level of accuracy and attention to detail.
- Work as a team player to support excellent guest experience throughout the shift and create repeat clientele.
- Worked in a fast paced environment while serving multiple tables at the same time

Server

Fogo de Chao-Beverly Hills, CA

November 2017 to February 2019

- Strong communication skills.
- Customer service expertise.
- Problem-solving skills.
- Daily specials memorization.
- Dining area cleanliness.

Server

La Brea Bakery Café-Los Angeles, CA

2019 to 2019

Exceptional service to each customer, made hot/cold beverages, expedited food/beverage orders, following operating standards and regulations, and provided and understood all clientele needs in a timely manner. Learned how to accomplish multiple things at once. Responsible for counting the contents of cash register drawer at the end of each shift, maintaining receipts, records and withdrawals.

Server

Morels French steakhouse-Los Angeles, CA

2016 to 2016

Taking food/beverage orders directly from customers followed by accurately inputting into POS system. Upsold food and beverages, cash handling, and making sure guests are receiving excellent service. Problem-solved and resolved customer complaints and issues. Participated as an excellent team member to accomplish goals and objectives established by the company

Education

High school diploma

Skills

- Cash Handling (5 years)
- Host/Hostess
- Restaurant Experience
- Serving Experience
- Upselling (4 years)
- Busser
- POS
- Guest Services
- Food Service
- Cleaning Experience
- Host/hostess experience
- English
- Hospitality
- Restaurant experience
- Guest services
- POS
- Serving
- Cash handling
- Customer service (5 years)
- Organizational skills
- Time management
- Sales
- Pet care
- Animal care
- Office experience
- Communication skills
- Front desk
- Cash register
- Food industry
- Coffee experience
- Leadership
- Pastry experience

Certifications and Licenses

Food Handler Certification

ServSafe