

# CHRISTINA MORALES-GRACE

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## EXPERIENCE

### Pool Server

August 2024-May 2025

VEA | Newport Beach, CA

- Avoided service errors with correct documentation for every order.
- Supported efficient operations by setting up, stocking and breaking down stations.
- Took food and beverage orders from guests, ensuring accuracy and efficiency.
- Maintained cleanliness of pool area by clearing away used dishes, glassware, and trash.
- Set up pool cabanas or lounge chairs according to guest preference or reservation requirements.
- Delivered prompt and courteous service to all guests, fostering positive atmosphere.

### Server

Cheesecake Factory

- Kept food service and preparation areas clean and neat.
- Completed side work tasks such as rolling silverware, polishing glassware, or refilling condiments during downtime periods.
- Followed safety, sanitization and food handling guidelines.
- Listened to guest needs and responded promptly for personalized service.
- Maintained knowledge of current menu offerings, ingredients, preparation methods, and dietary restrictions.

### Shift Manager

December 2015 - June 2018

Blaze Pizza | Lomita, CA

- Motivated employees using strategic leadership style.
- Organized schedules and delegated assignments based on employee knowledge and strengths.
- Resolved escalated inquiries and concerns for positive outcome.
- Kept operations smooth and professional with consistent opening, closing and shift change task lists.

### Server

December 2011 - May 2014

The Melting Pot | Torrance, CA - California

- Entered orders into computer system to coordinate with kitchen staff.
- Kept food service and preparation areas clean and neat.
- Assigned and arranged tables for large groups.
- Communicated professionally with customers, colleagues, and supervisors.

## EDUCATION

### Bachelor of Arts (B.A.) - Dance

December 2023

Cal State Long Beach, Long Beach

## SKILLS

- Trained in Aloha™, No Wait™, and Micros™
- Extensive knowledge and experience in restaurant and customer service
- Exceptional sales with success in developing customer loyalty