

Alysa Shunstrom

Mission Viejo, CA 92691

alyashunstrom4_gwj@indeedemail.com

+1 949 942 7734

Professional Summary

I am an integrity-driven, hardworking, dedicated, and team oriented employee. You will not regret having me on your team. I have over fifteen years of restaurant experience with over thirteen years serving experience that I will put forth to my finest efforts in any task taken on.

Authorized to work in the US for any employer

Work Experience

Server

Olive Garden-Chico, CA

October 2024 to May 2025

Exceptional service to all guests, pre-bussing, tour-guiding menu items, higher-touches to create an elevated experience. Preparing food and creating entire dining experiences for guests by preparing all soups, salads, and breadsticks ourselves as servers. Packaging leftovers tableside. Restocking, running side work, and end-of-shift side work.

Server

Lucille's Smokehouse Bar-B-Que-Lake Forest, CA

November 2023 to August 2024

- Showcased daily lunch and dinner features, detailing key "Southern" cuisine elements and recommended wine, beer, and spirit pairings.
- Assisted in the organization and execution of private events, ensuring exceptional service and guest satisfaction
- Provided recommendations on menu items based on guest preferences and dietary restrictions
- Maintained cleanliness of dining area by promptly clearing tables, sanitizing surfaces, and restocking supplies as needed
- Handled cash transactions accurately using POS system while maintaining a balanced cash server book at the end of each shift
- Collaborated with expo regarding special requests or dietary restrictions to ensure accurate and timely preparation of meals

Server

The Cheesecake Factory-Mission Viejo, CA

March 2019 to May 2023

Handling a P.O.S to input orders and handle transactions, maintaining a clean section with elevated service to all guests, "tour guiding" the menu for guests when having specific allergies or requests, must complete a list of duties before printing a summary of sales for that shift, tipping appropriate amount for staff help. Hired as server.

Server

Chili's-Orange, CA

April 2018 to February 2019

Handling a P.O.S (Aloha) and an iPad to input orders and handle transactions, maintain a clean section and a professional composure while giving exceptional service to all guests throughout the hectic rushes from surrounding businesses (e.g. Honda Civic Center, Angels Stadium, Disneyland), up-sell and suggestive-selling on whole menu, must complete a list of duties before printing a summary of sales for that shift, tipping appropriate amount for staff help. Hired as server.

Server

Red Robin-Foothill Ranch, CA

August 2015 to March 2018

Handling a P.O.S (Aloha) and an "Ziosk" to input orders and handle transactions, maintaining a clean section of table with happy guests, up-sell and suggestive-selling on whole menu, must complete a list of duties before printing a summary of sales for that shift, tipping appropriate amount for staff help.

Server

Rubys Diner-Laguna Hills, CA

February 2014 to September 2017

Handling a P.O.S (Posi) to input orders and handle transactions, maintaining a clean section of table with exceptional service to all guests, remain "in character" to resemble the 1940's throughout entire shift, maintain a costume-like uniform in perfect condition every shift, up-sell and suggestive-selling on whole menu, must complete a list of duties before printing a summary of sales for that shift, tipping appropriate amount for staff help. Hired as a Server.

Certifications and Licenses

Food Handler Certification

RBS Certification

Additional Information

Professional sales experience, customer service experience for over 15 years.