

Hayleigh Ellzey

Waitress

✉ hayleigh.ellzey@gmail.com

☎ (105) 730-7019

📍 1204 Oak Street, Albuquerque, NM 87110

EDUCATION

High School Diploma at Highland High School, NM

Sep 2017 - May 2021

I have learned how to read, write, and do math.

LINKS

[linkedin.com/in/hayleighellzey](https://www.linkedin.com/in/hayleighellzey)

SKILLS

Serving food and drinks

Cleaning tables

Handling customer complaints

Working in a fast-paced environment

Multitasking

Teamwork

Time management

LANGUAGES

English

Russian

HOBBIES

Reading

Cooking

Traveling

PROFILE

I am a professional waitress with over 1 year of experience in the food and beverage industry. I have excellent customer service skills and work well under pressure. I am efficient, organized, and able to multitask effectively. I take pride in my work and strive to provide the best possible experience for each guest.

EMPLOYMENT HISTORY

● Waitress at The Range Café, NM

May 2022 - Present

- Served an average of 300 customers per shift while maintaining quality service.
- Upsold side items and drinks to increase profits for the restaurant by 20%.
- Consistently received positive feedback from guests on surveys.
- Trained new wait staff on company policies and procedures.
- Handled customer complaints in a professional manner to resolve issues.
- Recognized by management as Employee of the Month 3 times.

● Waitress II at The Quarters Bistro & Bar, NM

Jul 2021 - Apr 2022

- Demonstrated formidable customer service skills by managing a section of up to [15] tables during busy hours.
- Excelled at memorizing orders and entering them into the point-of-sale system quickly and accurately.
- Consistently achieved high marks on secret shopper reports for both quality of food served and speed of service.
- Proven ability to handle difficult customers by diffusing tense situations with tact and diplomacy.
- Trained new waitstaff members in best practices for taking orders, handling payments, and providing excellent customer service.
- Demonstrated expert knowledge of menu items, preparation methods, ingredients, wine pairings, etc.

CERTIFICATES

Food Handler's Certificate

May 2021

ServSafe Alcohol Certification

Dec 2019

MEMBERSHIPS

American Guild of Musical Artists

Actors' Equity Association