

Manda Manning

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SUMMARY

I have worked in the restaurant industry for over two years and have learned a great deal about professionalism, time management and providing an enjoyable dining experience to customers. During my time working in a high-volume restaurant, I have been quickly promoted in my positions due to my excellent work ethic. I thrive in fast-paced work environments and I am quick to adapt to new employment guidelines.

HIGHLIGHTS

- Highly responsible and reliable
- Extensive hospitality background
- Passion for plant-based food and overall healthy lifestyle
- High-volume dining experience
- Experience with Aloha POS System

EXPERIENCE

Server

April 2015 - September 2015

Peg Leg Pete's Oyster Bar – Pensacola, FL

- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.

Server/Hostess/Busser/Food runner

March 2010 - May 2012

Peg Leg Pete's Oyster Bar – Pensacola, FL

- Maximized table turns and rotated seating for maximum guest satisfaction.
- Managed up to four other hostess staff and coordinated guest seating, including up to two hour wait times during peak season.
- Consistently adhered to quality expectations and standards.
- Maintained a professional tone of voice at all times, including during peak rush hours.
- Politely and promptly answered phone calls and recorded, confirmed and coordinated reservations.
- Worked with the kitchen staff to efficiently deliver food to customers at their tables.

EDUCATION

University of West Florida, Pensacola, FL

B.A., Communication Arts/Advertising - 2012

- Coursework in professional and interpersonal communications, business management and hospitality
- Graduated Summa Cum Laude

REFERENCES

Beeler Gauz – General Manager, Peg Leg Pete’s Oyster Bar

Contact: 850-932-4139

Relationship: Previous employer/supervisor

Chryssie Banfell – Marketing Coordinator, Etnies Skateboarding

Contact: 850-723-8127

Relationship: Colleague

Joani Delezen – Editor-in-Chief, *InWeekly*

Contact: 850-723-1698

Relationship: Previous employer/supervisor