MEGHAN CASTELLANOS

863-272-8515 ● meghanmirela@icloud.com ● Tampa, USA 33611

PROFILE SUMMARY

Customer service professional with over 7 years of experience in the food service industry. Demonstrated ability to deliver exceptional service in high-volume environments while ensuring customer satisfaction. Proficient in resolving customer inquiries and issues efficiently, fostering positive relationships with both customers and team members. Committed to enhancing the overall customer experience through strong interpersonal skills and a collaborative approach.

SKILLS

- Order Taking & Accurate Entry
- Food & Beverage Knowledge
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Table Setting & Preparation
- Food Safety & Hygiene Practices
- Managing High-Volume Traffic
- Problem Solving & Conflict Resolution
- Upselling & Cross-Selling
- Credit card payment processing
- Staff training

WORK EXPERIENCE

Customer Service Representative

Signs Now | Apr 2023-Current

- Serve as the first point of contact for customers via phone, email, or in-person, responding to inquiries, providing information about products and services, and ensuring a positive experience.
- Assist customers in placing orders, providing quotes, and ensuring that their requests are accurately documented and processed.
- Communicate with production and design teams to ensure timely and accurate fulfillment of customer orders, from initial order through to installation.
- Address customer concerns or complaints in a professional and empathetic manner, working to resolve issues quickly and effectively.
- Provide basic sales support by helping customers understand available products and services, offering recommendations, and upselling when appropriate.
- Maintain customer records, update order status, track delivery and installation schedules, and ensure all data is accurate in the system.
- Proactively follow up with customers to confirm order status, ensure satisfaction, and gather feedback for continuous improvement.

Server

Kobe Japanese Steakhouse | Dec 2022-Apr 2023

- Greet and welcome guests, ensuring they feel comfortable and have a positive dining

experience from start to finish.
- Accurately take food and drink orders and provide recommendations based on the menu.
- Having a thorough understanding of the Thai and Japanese menu, including ingredients, preparation methods, and flavor profiles.
- Explaining menu items to guests and making recommendations.
- Addressing customer inquiries and resolving issues.
- Building rapport with regular customers, remembering their preferences.

Server/Bartender

New Moon Sushi | Jan 2021-Dec 2022

- Greet and welcome guests, ensuring they feel comfortable and have a positive dining experience from start to finish.
- Accurately take food and drink orders and provide recommendations based on the menu, including sushi varieties, special rolls, and drink pairings.
- Deliver food to tables promptly and efficiently.
- Prepare and serve alcoholic and non-alcoholic drinks, including beer, wine, cocktails, and specialty drinks, ensuring proper presentation and quality.
- Provide detailed information about sushi, sashimi, and other Japanese dishes, explaining ingredients, preparation, and flavors to help guests make informed choices.
- Anticipate guests' needs and ensure their satisfaction, checking in periodically to ensure everything is to their liking.
- Keep dining areas, including tables and booths, clean and organized. Help reset tables for new guests.
- Lead server & training

Server

Moon Thai | Jan 2016-Jan 2020

- Greet and welcome guests, ensuring they feel comfortable and have a positive dining experience from start to finish.
- Accurately take food and drink orders and provide recommendations based on the menu.
- Having a thorough understanding of the Thai and Japanese menu, including ingredients, preparation methods, and flavor profiles.
- Explaining menu items to guests and making recommendations.
- Addressing customer inquiries and resolving issues.
- Building rapport with regular customers, remembering their preferences.

Server/Bartender

Sushi Sake | Oct 2014-Jan 2016

- Greet and welcome guests, ensuring they feel comfortable and have a positive dining experience from start to finish.
- Accurately take food and drink orders and provide recommendations based on the menu, including sushi varieties, special rolls, and drink pairings.
- Deliver food to tables promptly and efficiently.
- Prepare and serve alcoholic and non-alcoholic drinks, including beer, wine, cocktails, and specialty drinks, ensuring proper presentation and quality.
- Provide detailed information about sushi, sashimi, and other Japanese dishes, explaining

ingredients, preparation, and flavors to help guests make informed choices.
- Anticipate guests' needs and ensure their satisfaction, checking in periodically to ensure everything is to their liking.
- Keep dining areas, including tables and booths, clean and organized. Help reset tables for new guests.

Hostess
Sushi Sake | Jan 2013-Oct 2014
- Welcoming guests in a warm and friendly manner.
- Catering to their dining needs.
- Seating guests and manage the seating chart.
- Monitoring restaurant activity to determine seating and dining flow.
- Responds to guest inquiries and requests in a timely, friendly, and efficient manner.
- Performs opening and closing duties, as needed.
- Assists others with side work including, but not limited to cleaning, stocking, folding silverware, etc.
- Maintain and manage reservations, and keep track of waitlists, ensuring efficient seating and minimizing wait times.

EDUCATION

High School Diploma
South Dade Senior High | Homestead, FL | Jan 2015
GPA: 3.2

LANGUAGES

English:
Native/ Bilingual

Spanish:
Full Professional

CERTIFICATIONS & LICENSES

Food Handler Certificate