ELIZABETH PEREZ

CONTACT

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SKILLS

- Problem-solving
- Attention to detail
- Team leadership
- Positive and friendly attitude
- Organization and efficiency

LANGUAGES

Spanish

Full Professional

Dedicated lead server known for strong problem-solving skills and effective communication. Experienced in managing customer relations and training new team members, ready to leverage expertise to enhance guest satisfaction and team performance.

WORK HISTORY

January 2025 - Current

Lead Server ***Duffy's Sports Bar***, Miami, FL

- Trained and mentored new staff on menu knowledge, service standards, and customer engagement techniques.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals, and walk-in business.
- Collaborated with managers on employee scheduling needs, helping maintain optimal coverage during peak hours without sacrificing quality of service.
- Inspected FOH stock to identify shortages, replenish supply and maintain consistent inventory.

May 2023 - January 2025

Server ***Monty's Raw Bar*** , Miami, FL

- Delivered exceptional customer service, ensuring guest satisfaction and repeat business.
- Managed multiple tables efficiently during peak hours, enhancing overall dining experience.
- Collaborated with kitchen staff to coordinate timely food delivery and address special requests.
- Resolved customer complaints promptly, turning potential issues into positive experiences.

October 2020 - May 2023

Crew Member ***Wendys Restaurant***, Miami, FL

- Delivered exceptional customer service in high-volume environment, ensuring satisfaction and repeat business.
- Operated kitchen equipment efficiently, maintaining quality standards for food preparation and safety.
- Collaborated with team members to streamline workflows, enhancing overall operational efficiency during peak hours.
- Addressed customer inquiries and resolved concerns promptly, contributing to positive dining experiences.

EDUCATION

High School Diploma

South West Senior High School , Miami, FL