

ALEXA GROSS

Social, dedicated, and confident service industry professional with over 7 years in the industry. Proven track record with customer satisfaction and adept at working in a fast-paced environment. Seeking to leverage my skills and experience to contribute to the success of the team

CONTACT

813-997-0212

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4532 Bay Spring Ct.
Tampa, FL 33611

SKILLS

- OpenTable
- POS System
- Customer Satisfaction
- Cash Handling
- Inventory Management
- Table Setting and Bussing
- Event Coordination
- Reservation Taking
- Effective Communication
- Multitasking and Adaptability
- Teamwork
- Highly Organized
- Attention to Detail

EDUCATION

FLORIDA STATE UNIVERSITY

2020 - 2024

Bachelor of Science in Marketing
Minor in Psychology
Summa Cum Laude Graduate

EXPERIENCE

BARTENDER

Club Recess

2021 - 2023

- Handled high-volume service during peak hours with efficiency
- Maintained a clean and organized bar area, adhering to health and safety standards
- Managed cash and credit card transactions, utilizing the Point of Sale (POS) system effectively
- Ensured compliance with age verification and alcohol serving regulations

HOSTESS

Forbici Hyde Park

2023 (Seasonal Employee)

- Assisted in training new host/hostess staff, ensuring they understood company policy and customer service standards
- Coordinated with servers, bartenders, managers, and kitchen staff to ensure seamless service flow and timely seating
- Played a key role in organizing and managing special events, such as private parties and holiday dinners

HOSTESS

Meat Market Tampa

2022 (Seasonal Employee)

- Developed strong relationships with regular patrons, enhancing customer loyalty and repeat business
- Managed reservations and waitlists using OpenTable, optimizing table turnover and reducing wait times
- Actively promoted the Meat Market Lounge to guests, highlighting its unique features and benefits