**Mya (Melanie) Burns**

7610 Skillman ST #101

Dallas, TX 75231

817-505-6974

me@myaburns.com

## Skills

Customer service, food service, cashier, retail, professionalism, leadership, works well with others

## Experience

**Olive Garden July 2022 - February 2023**

**Hostess**

* Maintained clean lobby, tables, common areas, and bathrooms
* Checked menus at all stations
* Performed basic server tasks when needed: started off unattended tables, served food and drinks
* Provided excellent customer service
* Kept guest happy and tables turning without overwhelming servers

**Spencer’s Gifts November 2022 - February 2023**

**Retail Associate**

* Maintained a clean store
* Assisted customers with inaccessible items, and with online merchandise
* Provided excellent customer service, and solved problems
* Took inventory, restocked items, checked tags
* As cashier, took care of customers in a timely manner

**Ra Sushi May 2023 - December 2023**

**Lead Hostess And To-Go Specialist**

* Responsible for fully building and training the host team, including the details of what we did differently, how to ensure a smooth dinner rush, and how to have a stable restaurant
* Led the host team by setting a good example
* Taught host team members how to perform side tasks, including bathroom checks, setting up the dining room, preparing to-go utensils and containers, and other tasks
* Made side task lists for follow-up and accountability
* Greeted tables, ran food, assisted wherever needed
* Took care of to-go orders in a timely manner while handling guests inside the restaurant

## Education

**High School Diploma**

**Bridges Accelerated Learning Center & Grapevine High School**

* Grapevine UIL Choir member
* Grapevine swim team member

**Current Phase 2 Cosmetology Student**

**Collectiv Academy**