

Mya (Melanie) Burns

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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