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Kaitlin Taylor

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Professional Summary

Highly accomplished and professional Head Server with excellent customer service record in a variety of dining establishments. Superior multitasker who thrives in a fast-paced work environment. Adept at addressing tense and unpleasant situations in a smooth and efficient manner.

Core Qualifications

- Considerable restaurant server supervisory experience
- Excellent expertise in a variety of cooking methods
- High knowledge of a wide variety of food and beverage types
- Strong customer service operations skills
- Exceptional proficiency with cocktail recipes and preparation
- Superior skills in interaction with guests and staff
- Outstanding ability to provide server direction with clarity and courtesy
- Sound ability to lift objects weighing up to 30 pounds
- Good organization and time management skills

Experience

Head Server La Cucaracha Mexican Food and Cocktails

6/1/2010 - Present
St. Paul, MN

- Provided daily server supervision for both lunch and dinner shifts.
- Prepared and updated daily server work schedules.
- Monitored and mentored new servers to ensure efficient dining operations.
- Conducted regular food supply quality checks.
- Responded quickly and courteously to guest complaints.
- Made special menu item recommendations to guests as required.

Head Server The Grill

6/1/2006 - 5/1/2010
St. Paul, MN

- Ensured server staff compliance with restaurant attendance and uniform policies.
- Coordinated with management in handling server disciplinary actions such as warnings and terminations.
- Assisted hostess with greeting and seating guests as needed.
- Oversaw restaurant cleaning and table rearrangement at end of shift.

Education

Bachelor's Degree - Hotel Management
University of Minnesota

2006
Duluth, MN

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