

KYLA PURCELL

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Professional Summary

Server highly effective at anticipating and accommodating customer needs. Friendly, punctual and enthusiastic team player.

SKILLS

- Serving it Right certification
- Organized and efficient server
- Quick problem solver
- Thrives in fast-paced environment
- Committed team player
- Committed team player
- Courteous, professional demeanor
- High energy
- Bar terminology
- Liquor and smoking laws familiarity
- Strong time management skills

WORK HISTORY

Server, 05/2017 to 01/2018

Displace/The Blenheim– Vancouver, BC, Canada

Consistently provided professional, friendly and engaging service.

Displayed enthusiasm and knowledge about the restaurant's menu and products.

Routinely supported other areas of the restaurant as requested, including answering telephones and

completing financial transactions for other staff.

Addressed diner complaints with kitchen staff and served replacement menu items promptly.

Routinely cleaned work areas, glassware and silverware throughout each shift.

Developed and maintained positive working relationships with others to reach business goals.

Relayed orders to bar and kitchen by quickly and accurately recording guest selections and keying them into the register.

Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.

Verified cash drawer against the day's receipts.

Bussed, cleared, cleaned and set tables in a quiet and efficient manner.
Resolved guest complaints quickly and efficiently.
Assertively upsold alcoholic beverages, appetizers and desserts.
Assisted co-workers whenever possible.
Continually monitored dining rooms for seating availability, service, safety and well-being of guests.
Quickly set up and cleared tables and stocked all service stations.
Folded napkins throughout the day to maintain an adequate supply
Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.

Cashier, 01/2016 to 06/2016

Pita Pit UBC – Vancouver, BC

Prepared daily food items, and cooked simple foods and beverages
Prepared food items
Spoke with patrons to ensure satisfaction with food and service
Stored food in designated containers and storage areas to prevent spoilage
Took food orders and relayed orders to kitchens or serving counters
Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.

Receptionist, 05/2016 to 07/2017

Peace Arch Veterinary Hospital – Surrey, BC, Canada

Ordered and distributed office supplies while adhering to a fixed office budget.
Directed guests and routed deliveries and courier services.
Answered and managed incoming and outgoing calls while recording accurate messages.
Compiled company information and related material and distributed it to candidates.
Screened all visitors and directed them to the correct employee or office.
Educated caregivers and guardians on animal care, nutrition, medical conditions and disease management

EDUCATION

Bachelor of Science: Biology, Current

University of British Columbia - Vancouver, BC

Certifications

Serving it Right:

Certification number: 1605080093R

Expires: May 08, 2021

