

Mia Arreza

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Professional Summary

Dynamic professional with 3+ years of hospitality and restaurant experience. Demonstrated expertise in customer service, food handling, and POS operations with a strong focus on maintaining cleanliness and food safety standards. Consistently recognized for leadership, teamwork, and cross-functional skills in fast-paced environments, complemented by ServSafe certification.

Work Experience

Bird Specialist

Raising Cane's-Honolulu, HI
February 2023 to Present

- Cross-trained in all positions, including food preparation, cashiering, and customer service in a fast-paced environment
- Trained and mentored new team members on food safety, sanitation, and workflow best practices
- Fostered a positive, welcoming atmosphere for guests and motivated team members to deliver excellent service
- Maintained cleanliness and followed food handling protocols to ensure a safe and inviting dining area
- Operated POS system for order processing and cash handling while multitasking during peak hours

Host

Shabuya Shabu Shabu-Honolulu, HI
April 2025 to December 2025

- Warmly welcomed guests, provided a positive first impression, and communicated menu offerings and specials
- Managed waitlists efficiently and provided accurate wait time estimates during busy periods
- Escorted guests to tables, introduced them to servers, and ensured prompt service and satisfaction
- Answered guest questions and maintained a friendly, attentive café environment

Service associate

Consolidated Theaters WARD 16-Honolulu, HI
August 2022 to October 2022

- Cross-trained in box office, concession stand, and usher roles, supporting all areas of guest service
- Delivered excellent customer service in a fast-paced environment while handling multiple responsibilities
- Maintained productivity and a positive attitude while ensuring guest satisfaction

Skills

- Customer service

- Food handling
- Cashiering
- POS
- Food preparation
- Sanitation
- Cleaning
- Teamwork
- Organizational skills
- Hospitality
- Leadership
- Communication skills
- Quick service & fast food restaurant
- Basic math
- Team management

Languages

- English

Certifications and Licenses

ServSafe