

HAILEY GRANT

Orlando, FL | P: (623) 707-7127 | E: sushipanda100@gmail.com

Professional Summary

Energetic and customer-focused hospitality professional with extensive experience in high-paced food industry environments. Skilled in hosting, food running, and serving with a proven ability to multitask effectively while delivering excellent customer service. Looking for server roles with ambitions to grow into bartending. Dedicated, adaptable, and passionate about creating positive guest experiences.

Work Experience

Host | Twin Peaks | Orlando, FL

June 2022 – Sep 2022

- Manage guest seating and ensure smooth front-of-house operations.
- Started server training, demonstrating strong performance in multitasking and customer interactions.
- Collaborate with team members to maintain a high-energy, customer-centric atmosphere.

Server/Host | Kabuki | Peoria, AZ

Jan 2020 - Sep 2021

- Transitioned from host to server within months by excelling in customer service and table management.
- Assisted with bussing, to-go orders, and running food to enhance workflow efficiency.
- Maintained a clean, organized workspace during busy shifts.

Barista/Food Handler | Churroholic | Glendale, AZ

Feb 2019 - Dec 2019

- Prepared drinks, churros, and cashiered with speed and attention to detail.
- Handled food preparation in compliance with safety and quality standards.

Food Runner | Bubba Gump Shrimp Co. | Orlando, FL

November 2022 – March 2023

- Delivered food to guests promptly while ensuring order accuracy.
- Maintained communication with kitchen staff to ensure timely service.

- Assisted servers with table management during peak hours.

Scare Actor | Universal Studios Halloween Horror Nights | Orlando, FL

September 2023 – November 2023

- Performed in themed scare zones and haunted houses, engaging with guests.
- Maintained high energy levels throughout long shifts and ensured guest safety.
- Collaborated with event coordinators and fellow performers to create an immersive experience.

Attractions Crew Member | Universal Studios | Orlando, FL

December 2023 – April 2024

- Operated and monitored ride attractions to ensure guest safety and a seamless experience.
- Delivered engaging guest interactions and provided information about the attractions and park amenities.
- Followed safety protocols and assisted in emergency ride evacuations when necessary.
- Collaborated with team members to maintain attraction efficiency during peak park hours.

Education

High School Diploma | Raymond S. Kellis High School | Glendale, AZ

Aug 2016 - May 2020

ASL Interpretation Coursework | Glendale Community College | Glendale, AZ

Sep 2020 - May 2021

Skills

- Customer Service Excellence
- Food Handling and Safety Compliance
- Team Collaboration
- Cashiering and POS Systems
- Multitasking in High-Volume Environments

Certifications

- Willing to obtain: Food Handler's License, Bartender License