

# **Shenelle Micole Eaton**

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**SUMMARY OF QUALIFICATIONS:** Very competent, reliable and industrious server with strong hospitality, interpersonal, and communication skills attained through over eight years of outstanding service in the hospitality, nightclub, and catering/special event sectors.

## **EDUCATION**

**Fordham University - Bachelor of Arts, Master of Arts, Social Work, May 2007**

**The Ailey School - Independent Study Program, Contemporary Dance, December 2004**

## **SKILLS**

- Strong customer service skills and strong attention to detail
- Strong knowledge of wines, liquors and presentation
- Natural aptitude to work independently and as part of a team
- Outstanding interpersonal, verbal and written communication skills
- Professional knowledge of Macintosh and PC systems, Microsoft Office Suite, standard office equipment.

## **RELATED WORK EXPERIENCE**

**Independent Event Staff – New York, NY – May 2007 - July 2010** **Catering Staff**

- Worked as bar attendant and food server for various concert events, corporate events and private parties.
- Set up facilities for events including tables, dishware, glassware, silverware, linens and other amenities according to the event order requirements and manager's direction; responsible for performing pre-function side work, ensuring all equipment accounted for and in good condition, and assisting in breaking down after events and returning all event items to proper location.
- Frequently responsible for service of domestic and imported beers, wines, and basic mixed drinks.
- Served patrons in a timely manner, communicated effectively with both patrons and staff, kept track of inventory, and sold high quantity and up sold as appropriate.

**Reebok Sports Club/NY – New York, NY – April 2002 - July 2006** **Lead Receptionist**

- Supported the membership office and front reception desk of a private upscale fitness club. Managed multiple phone lines, accounted for daily club revenue and completed updated daily spreadsheet reports.
- Completed paperwork for pending membership sales. Responded professionally to all member questions and concerns, and managed member accounts.
- Promoted to reception department supervisor. Served as manager-on-duty for all departments daily from 5am to 9am, supervised reception staff, monitored club floors for safety compliance and programming.

**Yoshi's Jazz Club and Sushi House – Oakland, CA – September 1999 - June 2000** **Cocktail Server**

- Provided cocktail and small plate service at upscale nightclub for weekly pre & post-show audiences.
- Responsible for comprehensive knowledge of Japanese menu, sake, wine, cocktails; tracked table orders through internal POS system and worked as a strong team player to open and close house efficiently.

**Kimball's East Jazz and Supper Club – Emeryville, CA – August 1998 - December 1999** **Server**

- Provided dinner service at high-volume supper club for weekly pre & post-show audiences.
- Responsible for knowledge of weekly menu including major ingredients and preparation methods for items served, wine, cocktails, and tracking table orders through internal POS system.
- Attended to all patrons in an efficient and friendly manner, and provided quality customer service.

## **OTHER PROFESSIONAL EXPERIENCE**

**Phoenix Houses of California, Inc. – Sylmar, CA – September 2010 - Sept 2011** **Case Manager**

- Collaborated with multi-disciplinary treatment team to deliver a full spectrum of clinical services for adolescents in residential substance abuse treatment.
- Assisted clients in meeting individual treatment goals, collaborated with family therapist and recovery specialist to reach objectives for assigned cases, and provided ongoing counseling services.