

JONATHON M. FLECK

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OBJECTIVE

Fine dining server with several years experience seeks to establish career in San Francisco. Experience and knowledge gained will be applied to diversifying and enriching my skill in my profession.

PROFILE

- Five years fine dining service experience; 2 years catering and event service experience
- Extensive wine knowledge; familiar with several appellations and varietals
- Consistently productive; able to maintain focus under pressure and deliver reliable results
- Unflinching thirst for knowledge; highly capable of sharing gained experience in constructive ways
- Extremely loyal and highly dedicated; astute attention to minute details
- Strong interpersonal skills; known for cultivating positive working relationships with individuals at all organizational levels

PROFESSIONAL EXPERIENCE

Hillstone Restaurant

San Francisco, CA

Server

October 2012 - Current

Provided outstanding customer service to an average of eighty guests per shift; Quickly learned and adapted to level of excellence demanded by San Francisco restaurants; Refined skills in teamwork and communication; Developed strong sense of local popular products and culture.

SoDo Restaurant & Bar

Reno, NV

Lead Server

February 2012 – September 2012

Led service team of eight with enthusiasm and practicality; Supported management staff in ensuring guest satisfaction; Assisted in the development of training itineraries, staff schedule and promotional events; Effectively executed my responsibilities as a team leader while attending to my assigned section with diligence and dedication.

Beaujolais Bistro

Reno, NV

Server

February 2012 – July 2012

Refined knowledge of French cuisine and modern cooking techniques; Applied extensive experience in fine dining to service entire dining room of fourteen tables my own with precision and dedication; Developed a rich knowledge of French wine; hosted several large party events that consisted of at times over sixty guests with the help of two server assistants under my direction.

Google, Inc

Mountain View, CA

Operations Specialist

July 2008 – March 2009

Operated over thirty-two thousand autonomous miles in Google robotic car project with flawless safety record; Evaluated coworker's ability to perform highly sensitive and specialized tasks; Led initiatives to provide new direction for missions.

CERTIFICATIONS, SKILLS AND INTERESTS

ServSafe food handler's card, highly proficient with Ahloha, excellent barista skills

Enjoys good wine, organic local food, Giants baseball and snowboarding

EDUCATION

Robert McQueen High School

Reno, NV

High School Diploma

June 2002

Foothill College

Los Altos, CA

AA - Business Psychology

August 2011

References available upon request

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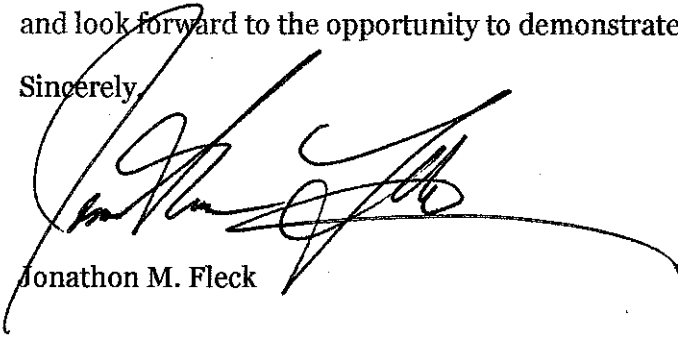
April 3rd, 2013

To whom it may concern,

In several years of service, I have developed an impressive inventory of skills that I constantly employ to ensure utmost guest satisfaction. In all my interactions with guests I aim to provide an experience that is both genuine and unique. As a result of my dedication, managers have repeatedly told me that my enthusiasm and table presence is matched only by my fixation on the finest detail. It is that balance which allows me to effectively anticipate and sync with the needs of both the guests and the restaurant. I have worked with and provided service to a wide range of people, effectively communicating across diverse cultural backgrounds. This has empowered me to be successful at establishing working relationships at multiple levels and influencing guests to return.

It is my number one goal to provide a memorable experience for guests. This is achieved not only by providing masterful service, but also by maintaining a professional and comfortable environment in which guests can enjoy themselves. I will constantly support the restaurant on multiple levels to ensure the standards of excellence set by my leaders are met. I am confident that I can provide a positive influence to any team and will work hard to develop trust and dependability with my guests and colleagues. It is my experience that success in this industry is achieved through the efforts of a cohesive team devoted to excellence in skill, service and knowledge. I hold true to these core values, and look forward to the opportunity to demonstrate them to you.

Sincerely,



Jonathon M. Fleck