

# JUSTIN WILLIAMSON

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## SUMMARY

Highly enthusiastic customer service professional with 11 years client interface experience.

Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

Motivated food serving professional with 4+ years food and beverage experience in casual and fine dining.

## HIGHLIGHTS

- Food and beverage handling expert
- Italian cuisine expertise
- Strong customer relationship builder
- Ability to handle fast-paced environment
- Ability to handle/resolve problems
- Cash handling
- Full service restaurant background
- Customer-oriented
- Customer service expert
- Active listening skills
- Sharp problem solver
- Courteous demeanor
- Energetic work attitude
- Alcohol knowledge
- Food handling knowledge

## ACCOMPLISHMENTS

- Supported all kitchen operations when chef was absent.
- Trained new employees.
- Made and served drinks to guests and cocktail servers following established guidelines, procedures and policies.
- Maintained contact with kitchen staff, management, serving staff and customers.
- Notified kitchen personnel of shortages or special orders.

## EXPERIENCE

10/2012 to 05/2013

### Bartender

**Saws Juke Joint** - Mountain Brook, AL

- Maintained a professional tone at all times, including during peak rush hours.
- Correctly calculated charges, issued bills and collected payments.
- Regularly inquired about member or guest satisfaction, anticipated additional needs and fulfilled further requests.
- Delivered an exceptional dining experience with friendly, fast service.

03/2006 to 05/2013

### Bartender - Server

**Mafiaozas** - Mountain Brook, Alabama

- Cleaned bars, work areas, and tables
- Trained staff of ten employees for correct facility procedures, safety codes, proper recipes and plating techniques.
- Won "Server - Worker of the Month" award on two occasions.
- Responsible for daily set up of three stations.
- Informed patrons of establishment specialties and features

## EDUCATION

2004

**High School Diploma**

**Minor High School** - Adamsville, AL, USA

General Education

**Mira Costa Community College** - Oceanside, CA