

# Marisa Rubio

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## EDUCATION

San Francisco State University - *Bachelor of Arts, Drama*, 8/2006-12/2010

## OVERVIEW

Experienced and enthusiastic server. Excels in fast paced bar and casual dining environments. Strong interpersonal skills, with a focus on maximizing revenue and increasing customer satisfaction.

## QUALIFICATIONS

- Over 1 year experience as a server
- Strong knowledge of food and beverage, ability to make custom guest recommendations
- Excellent etiquette and mannerism with immense fluency and politeness in conversation
- Experienced cash and credit card handling. Comfortable with various POS systems

## EXPERIENCE

Nickie's Bar and Grill - 10/2010-7/2011

San Francisco, CA

### Server

- Greet guests and accompany them to their tables, presenting them with menus, daily specials, and questions regarding menu items
- Check regularly with guests to make sure that they are enjoying their meals and take necessary action to resolve complaints
- Deliver food and beverages to guests promptly
- Prepare list of overall meal costs along with sales taxes
- Stock service areas with supplies including coffee, food, tableware, and linens
- Take dishes and glasses away from tables and counters. Transfer them to the kitchen in order to promptly clean and set up tables for new guests.
- Assist kitchen and bar staff as needed

The Bar on Church - 8/2009-4/2010

San Francisco, CA

### Cocktail Server

- Welcome guests and serve them with beverages of their choice
- Assist bartender in preparing drink orders
- Maintain a great deal of cleanliness and hygiene at the counter as well as the premises
- Offer customers complete attentive service
- Collect the bill amounts from the customers as a part of table service
- Maintain great politeness while serving and talking to the guests
- Promote nightly and weekly drink specials as well as events

## ADDITIONAL WORK EXPERIENCE

Maxstudio.com - *Customer Service Associate*, 8/2012-1/2013

Newport Beach, CA

The Party Artist - *Entertainer*, 10/2011-10/2012

Long Beach, CA

The Gap Inc. - *Sales Associate*, 10/2011-2/2012

Lakewood, CA

Buffalo Exchange - *Senior Buyer and Sales Associate*, 7/2009-8/2011

San Francisco, CA

SFSU Theatre Arts Department - *Assistant Supervisor*, 8/2008-5/2009

San Francisco, CA