

JAIME EBLEN

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Objective: Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

Special Skills:

- Strong organizational skills and commitment to superior customer service.
- Trustworthy, ethical and confident in interactions with individuals at all levels.
- Detail-oriented and resourceful in completing projects; able to multi-task effectively.
- Excellent interpersonal skills, phone manner, and restaurant etiquette.
- Adaptability and ability to work under pressure

Education: Santa Teresa High School
Diploma 1998
San Jose City College X-Ray license 04/00

Experience: **La Fondue Restaurant** (08/07- 02/12)
Waitress
Duties included but not limited to:

- Greeting customers with thorough knowledge of menu
- Explaining the unique process of ordering from menu
- Entering food orders in computer system
- Implementing fine dining etiquette
- Demonstrating preparation for various cheese fondue choices tableside
- Thoroughly explaining cooking instructions for all fondue cooking methods
- Recognizing and understanding guest needs
- Proper wine/champagne introduction and opening at table
- Upselling all menu item
- Always working as a team
- Helping fellow employees with any tasks needed
- Maintaining cash bank, gift cards and checks
- Organizing all tables and checks for nightly cash outs

Pasta Pomodoro (07/06-12/06)*Waitress*

Duties included but not limited to:

- Greeting and seating guests
- Answering Phones
- Managing incoming calls
- Managing take-out orders
- Expediting orders
- Entering orders in POS computer system
- Refilling beverages
- Presenting entrees
- Pre-bussing all tables
- Cleaning tables
- Working full espresso bar
- Cashing out table checks
- Implementing all closing procedures

Buckhorn Lodge (01/06-07/06)*Bartender*

Duties included but not limited to:

- Maintaining full bar on my own
- Assisting customers in a timely manner
- Presenting bill to patrons and processing payment
- Responsible for full knowledge of drinks and menu
- Utilizing social skills and multi-tasking in a fast paced environment
- Keeping bar clean at all times
- Stocking all bar supplies as necessary
- Managing all cash out procedures

Mace Meadows Golf Course (08/05-07/06)*Lead bartender/Server*

Duties included but not limited to:

- Maintaining a full bar by myself
- Assisting customers in a timely manner
- Presenting bill to patrons and processing payment
- Responsible for full knowledge of drinks and menu
- Handling bar patrons and serving table within bar
- Working all golf tournaments and special parties as Lead Bartender
- Served food and drinks in polite and professional manner