

NICOLE NELSON

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Summary

Energetic hospitality professional with 10 years in the restaurant industry and 5 years in catering, banquet server, & Bartering. Also 10+ years food and beverage experience in casual and fine dining bartender.

Highlights

Banquet Server
Catering
Food Server
Bartender
Hospitality

Dishwasher/ Utility personnel
Concession worker
Housekeeping
Customer Service
Concierge

Experience

Unique Creation Catering & Event Planning
Banquet Server
San Mateo, CA

October 2009 to September 2013

Professional, friendly, and outgoing with excellent skills in customer service
Fine dining and banquet
Extensive knowledge of food, wine and beer
Experience pouring drinks using standard pour according to specifications
Accepted payment from customers and made change as necessary.
Assisted diners with seating as needed
Barista experience with catering & events
Service experience with receptions, parties, & corporate events
Checked patrons' identification to ensure that they met minimum age requirements for consumption of alcoholic beverages
Cleaned bars, work areas, and tables
Attempted to limit problems and liability related to customers' excessive drinking
Cleaned and maintained the beverage area, display cases, equipment, and order transaction area
Managed preparation and presentation of the desserts for all catered events.

Express Employment Professionals
Hospitality/ Customer Service
San Leandro, CA

May 2004 to February 2013

Excellent Customer Service experience in public and private environment
worked in a call center taking calls through a dialer system
Chatted with customers trouble shooting any problem that a customer may have with their order
Sent proofs out to the customer so that they could proof and approve the finish product
Took payments over the phone for orders placed over the phone
Managed kitchen operations for high grossing, fast-paced fair concession kitchen.
Apportioned and served food to facility residents, employees, or patrons.
Accepted payment from customers and made change as necessary.
Worked with POS System in Concessions
Bartender
Extensive knowledge of wine, beer, and sprits
Exhibited thorough knowledge of foods, beverages, supervisory duties, service techniques, and guest interactions.
Continually monitored restaurant and took appropriate action to ensure food quality and service standards were consistently met.
Developed and maintained exceptional customer service standards.

Education

ABC Bartending School
Tips, Food Servsafe, & Bartender Certified