

Danielle Miller

101 Little Texas Lane Apt. 101 • Austin, Texas 78745 • Phone: 956-444-2320 • E-Mail: itsthedanielle@gmail.com



Objective

Seeking a bartender or server position where I am able to utilize excellent bartending and customer service skills, as well as extensive experience in the hospitality and/or food and beverage industry.

Experience

Server/Bartender at: The Palms Resort & Café on the Beach, South Padre Island, Texas January 2011-October 2013

- Greet customers as they enter the establishment and seat them appropriately
- Ask for and complete food and beverage orders as requested and required
- Bartend for myself while typically self supervised and self managed
- Deliver food and beverage orders after ensuring accuracy
- Manage all of my customers bills and payments accordingly, including credit card and cash transactions
- Use exemplary customer service skills to ensure guests have a high quality experience
- Complete preparation of my work station along with full cleanup and restocking after my shift

Server/Bartender at: Padre Island Brewing Company, South Padre Island, Texas October 2010-May 2012

- Same details as above with the addition of learning about and being able to explain the beer brewing process
- Market one of a kind beers hand crafted within the establishment
- Give tours of the brewery

Education

Itasca Community College Grand Rapids, Minnesota August 2007-October-2010

Studied general courses along with courses relevant to applied psychology and human services

Deer River High School Deer River, Minnesota Graduated May 2007

Skills

- Welcoming and friendly attitude towards all customers
- Thorough understanding of punctuality and responsibility
- Ability to interact exceptionally with coworkers and customers
- Physically and mentally capable of dealing with high stress situations
- Knowledge of various beer, wine, and liquor
- Major knowledge of sanitation policies and procedures
- Experienced in both bartending and serving as well as general knowledge of kitchen dynamics
- Current TABC and food handlers certification