

# Gina McLaughlin

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(916) 792-7609 • gina.m.mclaughlin@gmail.com • 1510 Response Road #391 Sacramento, CA 95815

## SUMMARY OF QUALIFICATIONS

- 11 years of customer service and sales experience in prestigious, fast-paced, high-volume restaurants.
- Strong passion for food, wine, cocktails, and providing guests with an excellent dining experience.
- Known for filling in for team members and volunteering to work additional shifts when needed.
- Proficient with Micros POS and Open Table systems.

## RELEVANT EXPERIENCE & ACCOMPLISHMENTS

*Shift Lead/Server/Caterer, Magpie Café and Caterers, Sacramento, CA, 7/2010 – 3/2011; 4/2012 – 5/2013*

- Promoted from server to shift lead within three months of re-hire.
- Assisted General Manager with supervising and training staff, improving customer service, and processing customer issues.
- Assisted Catering Director in set-up, execution, and break down of various special events including weddings, holiday parties, political functions, and community fundraisers.
- Maintained proficient knowledge of seasonal food and beverages to answer guests' inquiries by receiving high scores on food and beverage menu tests.

*Hostess/Busser/Server/Banquet Server, Esquire Grill, Sacramento, CA, 5/2004 – 8/2010*

- Consistently placed top three in wine sales competitions.
- Assisted Banquet Captain in set-up, execution, and break down of various special events including intimate dinners, client presentations, holiday parties, and restaurant buyouts.
- Cleared and re-set dirty tables in a timely manner while ensuring strong attention-to-detail over table appearance. Restocked dining supplies such as dishes, silverware, and glasses.
- Presented a strong first impression to restaurant guests and exemplified outstanding hospitality skills. Ensured fair distribution of new tables for each server.

*Hostess/Busser/Server, Paragary's Bar and Oven, Gold River, CA, 11/2001 – 8/2004*

- Guided guests through a positive dining experience by accommodating guests in a timely manner and exemplifying excellent customer service skills.
- Provided a clean dining area for guests. Assisted servers by bringing bread and water to tables, clearing dirty plates, and bussing tables after guests departed.
- Greeted restaurant guests with a friendly demeanor and seated them according to table choice and availability. Answered phones in a professional manner, took messages, and made reservations.

## EDUCATION

Bachelor of Arts, English, Concentration in American Literature  
California State University, Sacramento, December 2010

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## References for Gina McLaughlin

### **Jen Lambros**

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35 Hidden Lake Circle  
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Years Known: 1 1/2

### **Lauren Bard**

Banquet Server, Firestone Public House  
289 3<sup>rd</sup> Street #4  
West Sacramento, CA 95605  
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Years Known: 6

### **Brigette Black**

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Years Known: 5