



Jessica De Soto

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EXPERIENCE

On-Call Banquet Server, Acrobat Outsourcing
San Diego/Long Beach/Orange County/Los Angeles, California □2013-Present

Experience with responsibilities that include scheduling of labor, opening and closing of shifts, inventory, training and developing the restaurant team, ensuring guest satisfaction along with a high standard of service while maintaining a presence on the floor and interacting with guests. Demonstrate a strong knowledge of food and beverage trends within the hospitality industry.

Accomplishments

- Work temporary for the Los Angeles Children's Hospital as a Catering Coordinator □Admin.
- Unquestionably distinctive and precise with, customer service skills which includes, being able to work under pressure and maintain calm, becoming familiar with every item on the menu when needed.
- I have an eager, polite, outgoing personality; reliable, responsible, a team player, hard worker and dependable, willing to assist other servers if necessary, take drink/food orders and bring them out in a timely manner, be attentive to my tables and ensure customers are pleased.
- Wholeheartedly believe that the customer is always right, and always made sure to accommodate them correctly.
- Resolved customer complaints, answered customers' questions, provided information on procedures and policies, greeted every customers entering and exiting the establishment.

On-Call Banquet Server/Hostess/Catering Coordinator/PR & Marketing,
Louisiana Gumbo Catering Company
San Diego/Long Beach/Orange County/Los Angeles, California □2007-2014

Effectively responsible for serving food & drink orders for a variety of parties and events such as, The Santa Barbara Seafood Festival, Beverly Hills Food and Wine, Los Angeles Beer Festival, Calabasas Malibu Food and Wine Festival. In addition, helping managers with assisting guests with special requests, all while maintaining the Louisiana Gumbo Catering Standards. Equally important, I am excellent in communicating and write in English.

Accomplishments

- Provided advertising, marketing and coordinated private events □wine festivals and executive parties.
- Prioritized workloads to meet strict deadlines that unquestionably helped the catering business prosper and succeed in the catering industry.
- Trained and supported employees, as well as, established and maintained strong working relationships with management, clientele, and staff.
- Processed payments by cash, check, credit cards, or automatic debits; issued receipts, refunds, credits, or change due to customers.
- Resolved customer complaints, answered customers' questions, provided information on procedures and policies, greeted every customers entering and exiting the establishment.

Server/Hostess/Caterer, Kr's Chicken and Ribs
Murrieta, California □2007-2009

Inspected dining and serving areas to ensure cleanliness and proper setup. Spoke with patrons to ensure satisfaction with food and service, and responded to complaints; received excessive compliments on my customer service and politeness. Provided guests with menus, greeted guests and sat them at tables or in waiting areas and assigned patrons to tables suitable for their needs. Received and recorded patrons' dining reservations. Maintained contact with kitchen staff, management, serving staff and customers to ensure that dining details were handled properly and customers' concerns were addressed.

EDUCATION

Long Beach City College

Journalism Major

Associate Degree (In Progress) 2010 - 2016

SKILLS

- Magazine Writing
- Public Relations
- Graphic Design
- News Writing
- Copy Editing
- Broadcasting
- Radio and Television Editing
- Editorial and Opinion Writing
- Photography

REFERENCES

Pedro Martinez (562) 637 -5203

Arieel Alcaraz (562) 556 -2730

Chef DJ Seals (951) 704 -6958

Edgar Calderon (562) 346 -7331

Kiesha Green (916) 236 -7343