

KIMBERLY MADISON

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WORK EXPERIENCE

**Sheraton/Four Points Hotel
Bartender**

**10655 Katy Freeway Houston, TX 77024
281-501-4600 • Dec/2012-May 2012 (Company sold)**

- Maintain orderly appearance of bar/restaurant area and supplies stocked
- Interact and engage with guests to feel welcomed
- Occasional multi-tasking of working room service and wait staff
- Able to manage high volume business
- Conduct and monitor weekly inventory on alcohol and supplies
- Cater and ensure prompt service for guests
- Comply with all T.A.B.C rules and regulations
- Maintain efficient and proper cash/credit transactions
- Suggest additional items to enhance the guest's experience and maximize revenue

**Aramark Services/NFL Season/Rodeo
Club Level-Cashier/Bartender**

**8701 Kirby Drive Houston, TX 77054
832-667-2425 • Aug/2009-Dec/2012**

- Collect payments for services rendered.
- Maintain a professional demeanor under high volume sales duress
- Adhere to all company/client's policies and procedures
- Order and maintain alcohol and supplies
- Serve alcohol and food to guest when counter help is not available
- Monitor inventory of supplies
- Provide consistent up selling towards customer orders
- Accurately maintain all cash and media at the registers
- Enforce T.A.B.C. regulations and check for proper age prior to serving alcohol
- Conduct and verify bank amount for register
- Maintain orderly appearance of register area and supplies stocked
- Ensure high maintenance customer service to season ticket/VIP guests
- Cash count for overages/shortages prior to deposition
- Proficiency in all transactions credit cards, debits, gift cards etc.
- Serve guest in a gratifying and efficient manner

EDUCATION

**Court Reporting Institute, Houston, TX-Major Legal
Kingwood College, Houston, TX -Major: Business/Management
North Harris College, Houston, TX – Major: Cosmetology**

**2010-Present
2005-2007
2001-2004**