

Mason Zinniel

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Objective: To obtain a challenging position that utilizes my education and work experience

Skills: Customer Service, Leadership/Training Skills, Collaboration Multitasking Communication Skills, Problem Solving, Time Management, Interpersonal Communication, Aloha Knowledge

Work Experience:

September 2011 - Current: Bartender at Bluefin Sushi

October 2010 - Current: Bartender/Server at The DeAnza Hotel Hedley Club and La Pastaia

February 2010 - September 2010: Bartender/Server at Bold Knight Bistro.

August 2008 - December 2009: Bartender/Server at Fontana's Italian.

Bartending responsibilities include setting up/taking down the bar, extensive knowledge of cocktail recipes and liquor inventory, mixing and serving drinks.

Serving responsibilities include maintaining vast knowledge of food and wine selections, memorizing and describing daily specials, answering questions and meeting the needs of customers, taking orders, running food, processing cash

and credit card transactions, executing running and closing sidework, and maintaining high quality customer service while managing multiple customers and requests.

September 2007 - Present and August 2001 - October 2003: Customer Service Representative at Whole Foods Market. Responsibilities include sustaining knowledge of constantly growing product inventory, answering phones and directing calls, assisting customers at the register, maintaining individual cash till, problem solving with a variety of customer issues, executing opening and closing store procedures, and sharing ideas and information with team members.

July 2006 - July 2008: Server at Fourth Street Bowl Café. Responsibilities included setting and clearing tables, taking orders and running food, calculating check totals, processing cash and credit card transactions, preparing to-go orders, carrying out opening and closing procedures, managing private banquets, answering questions and meeting needs of a diverse clientele, and remaining efficient in a fast-paced environment.

Education:

Certified EMS from Westmed College, San Jose - 2010

Certified Mixologist from National Bartenders School, Mountain View - 2008

Graduated from Willow Glen High School - 2001