

Michael A. Luna

4711 Via De La Luna, Yorba Linda CA 92886 | (714) 287 0074
| MichaelALuna@Gmail.com

Bartender - Server

This letter is to express my interest in becoming a member of your team as a bartender, or server. I hope to bring my enthusiasm and work experience to your company. I have interacted with all levels of the restaurant business and I have been working my way up the ladder of the hospitality industry in hopes of operating my own restaurant one day. To this end I am certain the next step of that ladder includes contributing to this outstanding team.

Key experiences I have accumulated include:

- Alcohol awareness and safety trained
- Catering preparation and delivery
- Premium casual dining experience
- Management experience for Marie Callender's
- Training a new staff for a new restaurant

Indicated in my provided resume, you will find that I have had many opportunities to display my leadership skills. These unique experiences have given me an improved professional outlook that helps me provide a higher quality level of service that can be difficult to find in a server or bartender. I am always seeking new ways to impress my managers, my co-workers and my guests.

I sincerely look forward to hearing from you! Should you have any questions please feel to free to contact me at the listed number or email above.

Sincerely,
Michael Luna

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Server Experience and Skills: Alcohol awareness and safety trained. Bartending and cocktail trained. Front of the house and back of the house trained and skilled. Staff management and training. Sanitary food preparation. Catering preparation and delivery. Customer service skills.

Other Skills: POS trained, safety management, hazardous custodian duties, warehouse management, security maintenance.

Credentials: California Servsafe Certified.

Positions and titles held:

- **Bartender / Cocktail** – Marie Callender's
 - Table supervision. Creating a memorable and safe dining experience for guests consuming alcohol. Accurately completing guest orders and fulfilling guest needs. Closing table checks.
 - Self bussing and breaking.
 - Managing bar. ID validation. Fulfilling drink and food orders for bar patrons and restaurant guests.
 - Food preparation. Ensuring prompt delivery, proper presentation and cleanliness.
 - Money handling. Fraud and identity theft prevention. Responsible for maintaining a balanced cash drawer.
- **Server** – Marie Callender's, The Wood Ranch, 24 Carrots
 - Breaking servers. Rotational breaks. Accurately communicating guests needs with other servers.
 - Table supervision.
 - Food preparation.
 - Money handling.
- **Certified Trainer** – Marie Callender's, Mervyns
 - On site personal training.
 - Leadership and example training.
 - Employee education. Effectively conveying proper protocols to new employees.
- **Hourly Manager** – Marie Callender's
 - Curriculum planning. Creating and presenting educational lessons for employees.
 - Staff supervision.
 - Staff training. Classroom lecturing and on site training.
- **Cashier** – Marie Callender's
 - Customer service. Guiding guests through our menu over the phone and managing food orders.
 - Food preparation. Putting together food orders and ensuring accurate delivery time.
 - Money handling. Responsible for maintaining a balanced cash drawer.

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- **Host** – Marie Callender's, The Wood Ranch
 - Bussing duties. Cleaning tables to help circulate the flow of guests.
 - Guest management. Courteous and prompt greeting of guests. Accurate wait time estimation and communication with guests.
 - Phone operator. Answering and screening all incoming calls.
- **Security Agent** - American Corporate Security
 - Crowd, media and VIP control. Authenticating proper credentials and limiting unauthorized personnel. Understanding large crowd safety. Handling high profile and international guests.
 - Theft prevention. Staff supervision and observation.
 - Traffic and parking control.
- **Warehouse Logistics Coordinator** - Mervyns
 - Hazardous custodian duties and customer service assistance. Troubleshooting workplace hazards, assisting guests with hazardous products.
 - Safe and proper product storage.
 - Theft prevention. Adhering to anti theft protocols.

Work Places

Mervyns, Anaheim Hills
8100 E. Santa Ana Cyn Rd, Anaheim, CA 92808
Dates: 2/15/ 2002- 1/ 18/ 2005

Marie Callender's, Placentia
126 E. Yorba Linda Blvd. Placentia, CA 92870
Phone: (714) 996 0500
Dates: 3/16/ 2005- 8/ 28/2008
7/11/10 – 8/8/14

American Corporate Security, Fontana, Auto Club Speedway
One World Trade Center, Suite 1240
Long Beach, CA 90831-1240
Phone: (562) 216 7440
Dates: 11/11/09 - 11/13/09

The Wood Ranch, Anaheim Hills
8022 E. Santa Ana Cyn Rd
Phone: (714) 974 6660
Dates: 7/1/2006 - 7/3/2010

24 carrots catering and events, Irvine
17851 Sky Park Circle, Suite F, Irvine, CA 92614
Phone: (800) 717-1545
Dates: 5/15/14 - Present

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Work References:

Steven Wade
Marie Callender's
Title: Assistant General Manager
29363 Rancho California Rd. Temecula, CA 92591
Phone: (714) 858 5276

Donald Hablitzel
Marie Callender's
Title: Assistant General Manager
126 E. Yorba Linda Blvd. Placentia, CA 92870
Phone: (714) 996 0500

Personal References:

Kelly Ayer
11617 Chadwick Rd, Corona, CA 92880
Phone: (714) 261 3848

Tristan Garcia
19852 Lombardy Lane, Yorba Linda, CA 92886
Phone: (714) 326 7018

Jon Long
214 Leandro St, Anaheim Hills, CA 92807
Phone: (310) 424 0379