

VIXEN YVONNE

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WAIT STAFF | TRAINER/MANAGER | BARTENDER

- ✓ Over 10 years of professional experience working within the Food Business Industry
- ✓ Experienced Customer Service with proficiency in maintaining smooth workflow
- ✓ Versatile in all work-related fields with the ability to multitask and be highly dependable
- ✓ Able to make sound judgment and coordinate new projects with an innovative mindset
- ✓ Ranked #1 in sales for all shifts carried out as a Wait Staff and Bartender

WORK EXPERIENCE

Trainer/Manager

- Coordinated hiring, training, evaluating, and disciplinary processes of employee personnel
- Handled all interviews, hiring of entire staff, and training of all positions from the ground up
- Explained detailed ingredients and elaborated menu items to perfect food quality at all times
- Maintained front and back of the house to ensure maximum smooth workflow and transition
- Up kept all employee paperwork and licenses including immigration with timeliness
- Exceeded expectations with expert communicational, organizational, and management skills
- In charge of maintaining and reordering front of the house inventory, goods, and supplies

Wait Staff/ Bartender

- Opened restaurant and prepared tables including silverware, plating, designing, etc.
- Knowledge of mixing various alcoholic beverages and serving up various drinks
- Answered all customer inquiries within a courteous and professional demeanor
- Booked and followed up with customer reservations in a timely manner
- Handled all customer orders with prompt, efficient, and friendly services on a daily basis.
- Expertise cash handling, counting registers, and processing credit transactions
- Comfortable working within a fast paced, physically demanding work environment

WORK HISTORY

Customer Service	Bamboo Asia	San Francisco, CA	03/14 - 05/14
Wait Staff	IHOP	San Francisco, CA	02/13 - 10/13
Wait Staff	IHOP	Austin, TX	05/10 - 05/12
Wait Staff	Trudy's	Austin, TX	04/07 - 10/08
Waitress/Bartender	Hard Rock Café	Austin, TX	02/02 - 06/02
Trainer/Manager/Bartender	Katz's Deli and Bar	Austin, TX	05/98 - 08/05
Bartender	100 Club	London, England	06/84 - 06/86

EDUCATION

B.A. in Political Science, University of Southern California & Cal Poly Pomona