

Danielle Nicole Shepherd

Phone: 916-872-0402

E-mail: danielle.n.shepherd@outlook.com

OBJECTIVE: Motivated food server seeks restaurant position with potential for advancement. I have excellent problem solving and team building skills. I am a natural leader with the ability to motivate others and provide superb service.

EMPLOYMENT SKILLS

- Handle customer complaints, always ensured customers left with a smile
- Known for exceeding customer expectations and maintaining poise and a sense of humor in a stressful environment
- Make a constant effort to become familiar with regular customers
- Graceful, careful, clean, and safe when serving food and beverages
- Utilize knowledge of the food menu, wine & liquor menu, ingredients in specialty drinks to make the perfect recommendation for each customer
- Clearing and setting tables
- Performed stocking duties, inventory maintenance, shining silverware and glassware, before, during, and after every shift
- Responsible for closing duties, restocking beer/liquor bottles, cleaning and garbage disposing
- Maintained clean and professional upscale appearance
- Intermediate in Microsoft Office: Excel, Word, Power Point
- Proficient in Computers: PC Windows, Micros and, Cash Registers

EMPLOYMENT HISTORY

Shepherders Inn Server	2007/2008
Calvary Christian Center Lead Floor Supervisor	2006/2007
Stadium Club Bartender	2003/2004

EDUCATION

Western Career College, Sacramento CA,	08/2006: Medical Assistant Certification
Bartending College, Sacramento CA	10/2003: Mixologist Certification