

**MARY KNOLL**  
2421 Palmetto, # 6  
Pacifica, CA 94044  
415-259-1623  
maryaknoll@hotmail.com

### **EDUCATION AND REFERENCES**

**San Francisco School of Bartending**, Certificate 2010

**CA Food Handler Certified**, Certificate 2014

**TIPS Certification**, 2010

**BA English Literature with Creative Writing Emphasis**  
1990, University of MO in St Louis; Graduate Cum Laude

### **REFERENCES**

Russell Morton, GM, Lark Creek Grill	415-987-1029
Yvette Yong, GM, Lark Creek Grill	650-703-2669
Gabriela Mitose, Lark Creek Grill	415-407-3083
Tom, Bar Manager, The Sea Bowl	650-738-8190
Benny Dela Pena, Restaurant Manager Holiday Inn	408-674-3387
Tim Hendrixson, The People's Theatre	415-847-5122
Treacy Corrigan, Theatre Reference	415-987-1781

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**Objective:** Seeking a bartending or serving position utilizing my exceptional customer service skills.

## **EMPLOYMENT OUTLINE**

- 2012 - 2014      **Server**, Lark Creek Grill, SFO, San Francisco, CA  
Serve drinks and food, cash and credit transactions, POS operation, exceptional customer service skills. Consistently recognized by guests for outstanding service. **Certified Trainer.**
- 2010 - 2012      **Bartender**, Westin SFO Airport, Millbrae, CA  
Set up and breakdown bar, mix and serve drinks and food, cash and credit transactions, POS operation, exceptional customer service skills. Recognized by guests for outstanding service.
- 2010              **Bartender**, Holiday Inn Suites, San Mateo, CA and The Sea Bowl, Pacifica, CA  
Mix and serve drinks and food, handle cash and credit card transactions, POS touch screen operation, bar set up and breakdown, exceptional customer service skills.
- 2009-2010      **Bartender**, The People's Theatre at Pena Pachamama, San Francisco, CA  
Mixed and served drinks, cash and credit card handling, bar set up and breakdown, host, perform, schedule and publicize theatrical events in a restaurant/club venue.
- 2000-2009      **Performer/Actor/Playwright**, Various Theatres and Venues, San Francisco Bay Area  
Actor/Singer/Dancer with Marin Shakespeare, SF Shakespeare Company, Theatreworks, The Mountain Play and other professional companies in the bay area.

## **SERVICE SKILLS AND EXPERIENCE**

- Experience with POS touch screen operation, cocktail recipes, blended drinks, liquor regulation, ensuring customers are of legal drinking age; Handle high volume of customers in fast paced environment with a positive, energetic, friendly manner. **TIPS Certified. CA Food Handler Certificate. Certified Trainer with Lark Creek Grill.**
- **Experienced restaurant, and club bartender, greeter, hostess and waitress.**
- Offering over 10 years experience as a professional performer exhibiting an exceptionally high energy level, poise and polish.
- Offering a solid work record demonstrating exceptional communication skills, management experience, dependability, professionalism, customer service skills and the ability to positively solve problems and manage tasks in fast-paced, customer oriented environments.