

Casie Greene

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Education

1998-2002 High School Diploma, Exeter Union High School
2002-2007 Liberal Studies Major, San Diego State University

Employment

April 2014 - December 2014

Server, Scott's Seafood On The River, Sacramento CA

Responsible for handling five to six table sections during breakfast, lunch and dinner service. Providing each table with prompt and attentive service, having full knowledge of our food and wine selections, being capable of answering any guest question. Following the steps of service outlined in training, I review daily specials, make menu suggestions and up sell items for each table. Responsible for order entry, beverage service, running food and managing all payments. Also maintaining side work and restaurant cleanliness throughout each shift.

Manager: Josiah Sarcos 916-379-5959

June 2013- February 2014

Server, Cava Cava Restaurant & Wine Bar, Ketchum ID

I increased my knowledge of food and wine, as well as fine dining service. With every opportunity I provided each guest with an exceptional experience using time management, multitasking and prioritizing. Responsibilities include; managing wine inventory, cost control, weekly schedules for all Servers and Back Waits. I maintained the Micros system, updating menu items and prices for accurate order entry. Assisting the Executive Chef, I helped execute multiple successful events in house, as well as catering events. I also trained new employees using the preferred steps of service.

Executive Chef: Andrew Nix 205-441-6620

April 2012- April 2013

Receptionist, Honda of Morgan Hill, Morgan Hill CA

Customer service being the number one priority, I was eager to assist each guest of the dealership. I was responsible for multi line phones, answering any questions the customer may have and direct them to the appropriate department. I would assist the Service Department as the cashier, being responsible for closing each repair order, making future service appointment as well as balancing the cash drawer each night.

Manager: Gabe Andrade 408-829-4761

May 2011 – December 2012

Customer Service Representative, Gilroy Premium Outlets, Gilroy CA

Responsible the Information Center for Simon Property Management's Gilroy location. I recruited and organized our registered Group Tours, assisting the guide with information regarding the outlets as well as information about the town. I was responsible for multiple cash, credit, debit purchases as well as gift card sales. I recorded tenants weekly sales and traffic reports, reconciling and submitting them to the corporate office. I also increased my computer skills in Microsoft Office-Excel, Microsoft Word, Excel, Lotus Notes and Citrix System.

Manager: Heather Roach 408-842-3742

September 2009- April 2011

Classified Advisor, Hi-Desert Publishing, Yucca Valley CA

Office management duties including; directing multi line phones, assisting new and current subscriptions, taking classified ads, managing Service Directory clients, and selling special sections. I obtained secretarial skills including; distributing faxes, processing the mail, labels, purchase ordering and closing the classified system at the end of each month for accounting purposes. Each day I was responsible for bank deposits including cash, checks and coin.

Manager: Debbie Crone 760-365-3315

March 2009- October 2009

Courtesy Clerk/Florist/Checker , Vons, Yucca Valley CA

I increased customer service skills while learning different aspects of the company. I was trained as a checker, courtesy clerk and as a florist. Often times I was required to use my multitasking skills to do all three jobs within one given shift. I have also increased money handling and computer skills.

Manager: Andrew Flynn 760-365-8998

April 2006-March 2008

Cocktail Server, San Diego Marriott Marquis and Marina, San Diego, CA

I mastered food and beverage skills while serving an average of eight to ten table sections. I also increased liquor, beer, and wine pairing knowledge. I was responsible for handling cash, credit, and room transactions, as well as balancing my bank at the end of each shift. I gained experience in other outlets of the hotel including Molly's Fine Dining, the poolside Tiki Bar, and DW's Irish Pub.

Manager: Jason Paradis 619-234-1500

Reference Available Upon Request