

MacBook Air

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Objective

To create an enjoyable experience for guests with incredible customer service, professionalism and team work

Relevant Experience

Sports Corner- Sacramento, CA

Bartender

[May 2012 – Jan 2013]

- Bartend, cook, clean, balance registers, lock up

Ten22 - Sacramento, CA

Server/Banquet Server

[Aug. 2011 – May 2012]

- Expand personal knowledge of wine and fine dining cuisine
- Maintain superior service standards

Habana Cabana – Huntington Beach, CA

Catering and Events Manager

[Mar. 2008 – Dec. 2010]

- Organize outside catering events; equipment rentals, staffing coordination, set up and tear down.
- Manage marketing strategy and promotions for in house events.
- Bartend, serve, and host when necessary.

Shark Club – Costa Mesa, CA

VIP Host Manager

[Dec. 2010 – Mar. 2011]

- Organize bottle service reservations to provide optimal seating for guests, staff and image.
- Hire and train VIP hosts, in service expectations, promotions, social networking and in house expectations.
- Maintain and monitor social networking sites of hosts throughout week.
- Ensure guests expectations are met at the door, table and upon leaving
- Proven customer service skills through repeat customers

Hyde Lounge – Mammoth, CA

Seasonal Server

[Dec. 2009 – April. 2010]

- Clear table as food and drink are finished, ensuring table is cleared before check drop
- Maintain restaurants' visual standards upon open and during operational hours
- Describe menu items and provide accurate details on specials
- Assist in set up and tear down of resort events
- Utilize Micros system for quick and accurate order entries

Balcony Bar and Grill - Irvine, CA

Bartender & Lead Server

[Dec. 2008 – Dec. 2009]

- Open restaurant, lock up for close
- Close out servers at end of night
- Host, bartend and bus when necessary.
- Utilize Azpox system for quick and accurate order entries

Qualifications Profile

- Skilled at anticipating, identifying and fulfilling guest needs
- Exceptional interpersonal skills and avid team player
- Successful at multitasking while still remaining courteous and friendly in a fast paced environment
- Capable of quickly learning all aspects of new menus and specialties
- Strong self starter, dedicated to maintaining visual standards and a clean restaurant
- Handles multiple projects with ease and confidence
- Experience supervising and scheduling staff of 30+ employees