

# STUART GRANT

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## **SUMMARY**

Experienced in all facets of customer service and satisfaction.  
Proven ability to build repeat clientele and in creating memorable guest experiences.  
Excellent self-motivator, who thrives under pressure, and has a keen attention to detail.  
A strong and energetic team leader, as well as independently productive.  
Resourceful and innovative when approaching challenging tasks

## **EXPERIENCE**

### **SERVER/BARTENDER**

#### **THE DANCING PIG CASTRO**

San Francisco, CA

December 2011 to January 2013

- Created and implemented promotional events to increase business and develop a regular clientele
- Worked with Owners and GM to establish and maintain the successful operation of a newly opened restaurant and bar.
- Served patrons of the bar and restaurant and waited on tables during high volume shifts.
- Assisted in all FOH positions in regards to hosting, serving, expediting, food running and busing duties when needed.

### **SERVER/BARTENDER**

#### **EVENT PLANNER**

#### **CITY CLUB at MAJESTIC TOWERS**

San Antonio, TX

November 2007-April 2011

- Well versed in knowledge of extensive and evolving wine list, as to make recommendations to customers for food pairings and increase restaurant revenue.
- Served patrons at the bar and served tables in dining room during high volume shifts.
- Coordinated and served weekly lunch banquet for 200+ guests for San Antonio Bar Association
- Responsible for layout, set-up, and breakdown of all special events in house and off site catering and special events.

### **STORE MANAGER**

#### **TAN USA**

Portland, OR

January 1995-February 1996

- Developed and implemented a membership club program for clientele to have unlimited access of our salon services with their monthly fee managed by automatic bill pay.
- Tailored a universal marketing and promotional package that enabled expansion into 3 additional locations, spearheading the openings of each.
- Monitored customer preferences to determine focus of sales efforts.

### **VISUAL DISPLAY MANAGER**

#### **ASSISTANT STORE MANAGER**

#### **THE BOMBAY COMPANY**

Las Vegas, NV

May 1996-August 1997

- Development of merchandising strategies to increase sales.
- Creating and maintaining visual displays for entire store, and remote window locations throughout the mall.
- Coordinating and supervising activities of employees to ensure positive work environment.
- Resolve customer complaints regarding sales and service.
- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.

## **EDUCATION**

### **ART INSTITUTE OF SEATTLE**

Seattle, WA

Graduated December 1994

Associate of Applied Arts in Theatrical Production Design