

MICHAEL NEELY (OL' SKOOL)

OBJECTIVE

To obtain a position in the restaurant industry that utilizes my strengths in customer service, customer care and years of experience.

PROFESSIONAL EXPERIENCE

June 2017 – Present

Station 16

Server

- Mixes ingredients such as liquor, soda, water and sugar to prepare cocktails and other drinks.
- Serves wine, draft or bottled beer and food to bar guests.
- Observes guests to respond to their needs.
- Follows alcohol awareness procedures for preventing intoxication of guests.
- Follows alcohol awareness procedures for handling an intoxicated guest.
- Secures all moneys at the end of each shift.
- Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objectives of the position.
- Possesses proficient knowledge of liquor quality and preparation of over 400 different drinks and keeps updated on new and revised beverage receipts.

September 2015 - Present

Elephant Bar

Bartender/Server

- Mixes ingredients such as liquor, soda, water and sugar to prepare cocktails and other drinks.
- Serves wine, draft or bottled beer and food to bar guests.
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March 2012 – June 2015

TGI Friday's

Bartender/Server

- Mixes ingredients such as liquor, soda, water and sugar to prepare cocktails and other drinks.
- Serves wine, draft or bottled beer and food to bar guests.
- Observes guests to respond to their needs.
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May 2007 – October 2012

Cheesecake Factory

Bartender/Server

- Greet all new bar guest within a timely matter.
- Prepare, enter and check upon delivery that order was entered and delivered correctly per guest's request.
- Initiate a warm and inviting atmosphere all guests as well as fellow employees.
- Follows ALL alcohol awareness procedures to prevent intoxications and disruptions within the bar. Identify, monitor and communicate and any unusual behavior to Management.
- Utilize all bar items to produce fun, delicious and quality beverages per restaurant recipes.
- Ensures our guest's satisfaction by checking with guest on food quality, keep drink levels full, pre-bus unused items all within a timely matter
- Uphold an accurate personal bank by responsibly managing all credit cards, gift card and cash transactions and return accurate change or credit card receipt by name.
- Complete all closing procedures such as, side work, cleaning, and financial checkout.

April 2005 – May 2010

Claim Jumper's

Server

- Greet all guests warmly and in a timely manner.
- Educate guest of all specials and other items of the day.
- Accurately take order; correctly enter order and double check order.
- Prep table with necessary items for the guest dining experience.
- Ensure that order is correct when delivered and check back in a timely manner to ensure all food and drinks are satisfactory for guest.
- Continue to pre-bus table of ANY unused items and clutter.
- Responsibly manage all cash and credit card transaction by, counting back change and returning credit card to guest by name.

- Maintain a clean work area, side work and complete all closing side work

EDUCATION

September 1999 – July 2000 **California State University, Stanislaus**
Computer Information Systems

July 2000 – July 2001 **California State University, Monterey Bay**
Computer Information Systems

SKILLS

PROFICIENT IN SAP, ORACLE, LABELVIEW, MICROSOFT ACCESS,
MICROSOFT WORD, MICROSOFT EXCEL, MICROSOFT OUTLOOK,
WINDOWS 95, WINDOWS 98, WINDOWS 2000, WINDOWS XP,
WINDOWS VISTA AND WINDOWS SERVER 2000. TYPE 60+ WPM.

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- Maintain a clean work area, side work and complete all closing side work.
- ENSURE A POSITIVE GUEST EXPERIENCE AND PROFESSIONAL RELATIONSHIP WITH ALL STAFF.

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