

JoAnn Robison

522 South Main Street, Los Angeles, CA 90013

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SUMMARY OF SKILLS

- Over 15 years of experience in bar, restaurant and banquet customer service, specializing in large events.
- Self-motivated and able to complete tasks with little supervision.
- Task-oriented, diligent, reliable and resourceful.
- Able to multi-task, flexible and good team player.

PROFESSIONAL EXPERIENCE

Restaurant and Hospitality

- Provided optimal level of customer service in a professional, welcoming, and hospitable manner.
- Checked patrons' identification to ensure that they met minimum age requirements for consumption of alcoholic beverages.
- Knowledgeable in mixed cocktails, craft beers and wine; well versed in description and and recommendations to customers.
- Brought wine selections to tables with appropriate glasses, and poured the wines for customers.
- Supported bartender in mixing basic cocktails during peak hours.
- Investigated and resolved complaints with respect to service or accommodations.
- Wrote down, memorized and entered patrons' food orders into computer system for transmittal to kitchen staff.
- Received payment from patrons by cash, check, credit card, and debit card.
- Cleaned and sanitized work areas.

EMPLOYMENT HISTORY

Zion Ponderosa Ranch Resort, Mt. Carmel, UT Cook, Catering, Banquets, Bartender and Food Server	March 2014 to June 2015
Hard Rock Hotel, Las Vegas, NV Casino Customer Service and Interior Maintenance	December 2012 to December 2013
Happy Canyons Events, Santa Ynez, CA Cook, Catering, Banquets, Bartender and Food Server	June 2011 to November 2012
Live Oak Catering, Santa Barbara, CA Cook, Catering, Banquets, Bartender and Food Server	June 2009 to May 2011
Jakes Café, Santa Barbara, CA Cook, Catering, Banquets, Bartender and Food Server	May 2002 to May 2009

EDUCATION AND PROFESSIONAL DEVELOPMENT

State of Oregon, Portland, OR
License Certification in Bartending
ServSafe Certification

Nevada Partners, Las Vegas, NV
Culinary Certification courses

Santa Maria Business College, Santa Maria, CA
GED

Working for Holly Wood Bowl Bartender/Server Currently 2016

