

# 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 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	March 2014 to June 2015
<b>Cook, Catering, Banquets, Bartender and Food Server</b>	
Hard Rock Hotel, Las Vegas, NV	December 2012 to December 2013
<b>Casino Customer Service and Interior Maintenance</b>	
Happy Canyons Events, Santa Ynez, CA	June 2011 to November 2012
<b>Cook, Catering, Banquets, Bartender and Food Server</b>	
Live Oak Catering, Santa Barbara, CA	June 2009 to May 2011
<b>Cook, Catering, Banquets, Bartender and Food Server</b>	
Jakes Café, Santa Barbara, CA	May 2002 to May 2009
<b>Cook, Catering, Banquets, Bartender and Food Server</b>	

## ***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

