

Janalle Escobar

1195 Brace Ave Apt. D, San Jose, CA 95125
(C) 408-568-6882 (E) lorenjana77@yahoo.com

Summary

Dedicated to Excellence and Superior Customer Service, my goal is to work in an environment where I can utilize my strengths and expand on my abilities as a bartender. With more than 8 years of experience as a bartender in a high volume atmosphere, I have a strong reputation in providing guests with exceptional service and genuine hospitality.

Highlights

- California Food Handler Card
- Extensive hospitality background
- Trained in liquor, wine and food service
- Over 8 years experience in high-volume dining
- Passion for conveying warmth and hospitality to patrons and co-workers
- Excellent team building mentality, skills, and behavior

Accomplishments

Highest guest check average in entire restaurant and bar.

Awarded "Outstanding Employee" in 2013

Generated a 5% increase in cocktail sales by making appropriate food-pairing suggestions to guests.

Experience

08/2009 - 04/2014 Britannia Arms San Jose Airport - San Jose, CA
Server/Bartender

Server responsibilities:

- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.
- Assisted guests with making menu choices in an informative and helpful fashion.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Promptly served all food courses and alcoholic beverages to guests.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.
- Managed closing duties, including restocking items and reconciliation of the cash drawer.
- Consistently adhered to quality expectations and standards.
- Delivered exceptional, friendly and fast service.

- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations.

- Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas and service refrigerators.

Bartender responsibilities:

- Quickly mixed a variety of simple and complex cocktails.

- Consistently kept bar and work areas clean and sanitary in compliance with bar standards and local, state, and federal laws.

- Accurately and quickly calculated checks and made change.

- Participated in bar incentives and contests to drive sales and promote the venue.

- Maintained a positive working relationship with fellow staff and management.

- Mixed and poured juices according to projected business.

Sliced and pitted fruit and filled ice bins with crushed or cubed ice.

- Cleaned and stocked glassware, assisted with beverage service and transported dishes to the kitchen.

- Promoted positive customer and associate relations through courtesy, service and professional appearance.

05/2004 - 06/2008 Bennigans - Santa Clara, CA

Server

- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.

- Answered questions about menu selections and made recommendations when requested.

- Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.

- Regularly checked on guests to ensure satisfaction with each food course and beverages.

- Managed closing duties, including restocking items and reconciliation of the cash drawer.

- Promoted to bartender after one year of employment

- Operated, maintained, and closed all responsibilities of bartender

Education

1996

San Jose High - San Jose, Ca, USA

High School Diploma: General