

Nicole A. Mainardi

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AREAS OF EXPERTISE

- Relationship Building
- Customer Service
- Trouble Shooting
- Sales Closing Skills
- Time Management
- Upselling

Professional Experience

Nice Guy Eddie's
Server
New York City
2010-2012

- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Explain neatly how different menu items are made, describing the cooking methods and ingredients.
- Inform customers of daily specials.
- Prepare checks that itemize and total meal costs and sales taxes.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.
- Active in removing dishes and glasses from tables or counters and taking them to kitchen for cleaning

Houndstooth Pub
Server
New York City
2008-2010

- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Escort customers to their tables.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Prepare checks that itemize and total meal costs and sales taxes
- Stock service areas with supplies such as coffee, food, tableware, and linens.

Greenhouse Café
Server
Wayne, NJ
1999-2008

- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Preparing hot, cold, and mixed drinks for patrons, and chill bottles of wine.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Tell customers of daily specials.
- Prepare checks that itemize and total meal costs and sales taxes.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.
- Stock service areas with supplies such as coffee, food, tableware, and linens.

Western Thrift and Loan
Bank Loan Officer
2001-2011

- Originate mortgages for home purchases, refinance, and new home construction
- Solidify contacts with local realtors, contractors, financial advisors, and other referral sources and meet all potential borrowers, and inspect all properties for requested financing
- Review and analyze loan transaction packages for preliminary approval or denial in accordance with bank guidelines
- Assemble all required documentation for processing and underwriting on each transaction, and prepare and present all related deal points to Loan Committee when required
- Balance books, manage daily deposits, and assist customers with insurance and financial needs

Education

Wayne Hills High School Berdan Ave. Wayne, NJ 1997-2001
RETC Sales Training 2003 & 2006
Brookdale Community College Nursing Program

Volunteer Work

Wayne PAL 1995-2001
Sunrise House 2001-2009