

Gina Roop
670 Louis Henna Blvd. #1206
Round Rock, TX 78664
503.708.2089
ginaroop@msn.com

Enthusiastic service industry professional with expertise in creating cocktails & specialties. Dedicated to making each patron's visit an impressionable experience.

EXPERIENCE AND SKILLS:

Service

- Knowledgeable in Domestic and International Wines.
- Knowledgeable in Domestic, Regional and International brews.
- Knowledgeable in food pairing.
- Established meaningful and loyal relationships with consistent clientele through good rapport and excellent customer service.
- Extensively trained in fine dining presentation and etiquette.
- Strong communication and problem solving skills.
- Thoroughly trained in Banquet Operations.

Operations

- Successful in maintaining up to 900 covers.
- Executed daily operations of opening/closing bar duties including control of up to ten thousand dollars in cash.
- Proficient with numerous POS systems, including: Micros, Positouch, Squirrel, Digital Dining and Aloha.
- Wrote, designed and produced administrative policies and operational procedures using MS Office Suite.
- Efficiently maintained liquor supplies to minimize loss and maximize sales.
- Experienced and effective trainer for all FOH staff.
- Proficient in staff scheduling.
- Personally organized with the ability to organize others.
- Strong ability to recognize intoxicated or unruly patrons and to resolve the problem or seek assistance if needed.

Sales

- Demonstrated dynamic design skills for displays with impact.
- Effective marketing and sales techniques.
- Strong ability to effectively maintain atmosphere appropriate to venue.

EMPLOYMENT:

Bob's Steak and Chophouse
(*Fine Dining*)
Server & Bartender

Austin, TX
July 2012-Present

Sandbar at Havana Blue
(*Fine Dining*)
Bar Manager

Roccos
Bartender

The Belmont
(*Speedbar*)
Server & Bartender

The Benson Hotel
(*Fine Dining, Speedbar*)
Lead Bartender

Spacelabs Healthcare
Diagnostic Monitoring & Consumables Rep

St. Thomas, US Virgin Islands
April 2012-July 2012

Lakeway, TX
2011-2012

Austin, TX
2010-2011

Portland, OR
2008-2010

Issaquah, WA
2006-2008

EDUCATION

University of Houston Downtown
B.S. Interdisciplinary Studies

Houston, TX
2005

University of Kentucky
Undergraduate Studies

Lexington, KY
1998-2001