

# CALISON HOLLEY

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## PROFESSIONAL SUMMARY

Experienced Server with 10+ years of dining experience along with 5 years of bartending experience as well. Professional and positive attitude with strong leadership and relationship-building skills to help improve revenue and customer satisfaction.

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## SKILLS

- Extensive food/beverage knowledge
  - Flexible schedule availability
  - Experience with catering and events
  - Food safety certified
  - Honest, trustworthy and punctual
  - Aloha POS system
  - Proficient in customer service
  - Team Leader and trainer
  - Strong client-interaction skills
  - Works well as part of a team
  - Excellent multi-tasker
  - Energetic, friendly and enthusiastic
  - Fast learner and determined employee
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## WORK HISTORY

06/2012 to 05/2017 **Lead Bartender/server**

*Best Western Gateway - OLS Hotels & Resorts – Orlando, FL*

- Successfully ran front of house alone including hosting, bartending, serving, expo, bussing, and room service.
- Cross-trained for positions within Food and Beverage, including deli, dish, and pool bar.
- Maintained full knowledge of beverage lists and promotions.
- Greeted and seated guests in a timely and professional manner.
- Waited on multiple customers at the bar and throughout the dinning area.
- Carefully followed safety and sanitation policies handling food and beverages.
- Poured drinks using standard pour according to specifications of establishment.
- Ensured liquor was secured and accounted for at the end of shifts.
- Processed orders on a computerized Point of Sale system, along with programing register.
- Upheld strict cash handling procedures.
- Verified that guests at the bar were of legal age.
- Adhered to state laws regarding alcoholic beverage service.
- Cleaned, mopped and organized the bar area, dinning room, and server station.

- Notified management of ordering needs (liquor, beer, wine, paper goods, etc.)
- Closed out cash register and prepared nightly cashier report and made deposit drops.
- Head Trainer for Restaurant/Bar positions, Trainer for deli counter and pool bar
- Served each guest courteously, quickly and efficiently.
- Maintained a consistent, regular, and punctual attendance record.

07/2010 to 05/2012 **Server**

*Sonny's BBQ – Orlando, FL*

- Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.
- Consistently provided professional, friendly and engaging service.
- Skillfully promoted items on beverage lists and restaurant specials.
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.

03/2006 to 05/2009 **hostess/ server / cashier / catering server**

*Domenick's Corner Grill – Fort Pierce, FL*

- Continually provided exceptional service to customers by being friendly, knowledgeable and accommodating.
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Assigned patrons to tables suitable for their needs and according to rotation.
- Assisted diners with obtaining food from buffet/serving table as needed.
- Helped with preparation, set-up, and service for catering events

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## EDUCATION

2012

**Associate of Arts: General Education**

*Indian River State College - Fort Pierce, Florida*

2015

**Bachelor of Science: Pre-Clinical Health Sciences**

*University of Central Florida - Orlando, Florida*

Dean's List Spring 2015, Fall 2015

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## CERTIFICATIONS

- Professional Bartending School: ABC Bartending School (2012) , Nationally Certified
- Food Safety Certified (Florida)
- First Aid and CPR Certified (Red Cross)