



# Jorge Israel Luna



## Objective

I am eager to work hard, in a fast paced team environment, by constantly learning, multitasking and being my true self. I will feel accomplished when I whole heartedly earned my pay check.

## Skills & Qualifications

15+ years of customer service  
8 years of sales  
5 years of food & drink handling  
1 year of busser, food runner & server  
2 years of barista  
Retention sales experience  
Food tray deliverer at senior home  
Bar & club event organizer and host  
Canvassing experience  
Bilingual- English & Spanish  
Prefer to work in a fast-paced multitasking environment  
Thrives to find answers when changes occur

## Restaurant Industry Experience

### Breakfast Republic

2017-2017

- Opening duties include: setting up bussing bins, trash cans, make sure bussing area is safe, sanitized, fully stocked with water cups, coffee cups, hot sauces, napkins, and many dipping sauces
- Constantly clear tables from used dishes, wine glasses, & coffee cups (pre-bussing)
- Fill up cups with drinking water & coffee
- Be attentive to manager, server, and customers immediate instructions
- Food runner duties include: setting up the expo line the day before to achieve a successful shift. Set up includes: prepare trays of ramekins with backup sauces, filled up ketchup & salsa bottles, maintain impeccably clean expo line
- Closing duties include: throwing out trash, sweeping, cleaning all tables, making sure bussing area is fully stocked, help dishwashers, chain up/ close down patio, and throw out bathroom trash

## Kettner Exchange

2016-2017

- Opening duties include: setting up bussing bins, waste bucket, linen bucket, make sure dining room and patio are fully stocked with plates, silverware, glass cups, wine glasses, and drinking water
- Closing duties include: throwing out trash, making sure all tables in dining room have been reset symmetrically
- Clear tables from used dishes, wine glasses and glass cups
- Fill up glass cups with drinking water
- Be attentive to managers needs
- Be attentive to servers unique needs
- Be attentive to customers needs
- Turn on and off heaters when needed

## House of Blues

2016-2017

- Set up trash cans in music hall, Hooker bar, Delta bar, and front entrance
- Make sure bartenders trash cans are empty
- Prepare necessities required to be successful at running food
- Run food to bartenders from the kitchen to music hall
- Make sure music hall floor is not wet and hazardous
- Provide customers with answers or help when necessary
- Attended all pre-shift meetings to facilitate a successful night

## Starbucks

2013-2015

- Closed and opened kiosk; each shift required different duties to be a successful open or close
- Learned and memorized recipes for expressos, frappuccinos, capucinos, lattes, machiattos, flat white, mochas, white mochas, refreshers, cold brew, and smoothie drinks, etc
- Connected with customers and provided beverages in a positive genuine fashion in an average of 4 minutes
- Made sure all food and beverage inventory was up to date, with expiration dates and not expired
- Made sure working environment was sanitary for our customers and partners
- Up sold customers by suggesting larger drinks, home coffees, teas, food, desserts and merchandise gifts