

Mario Mennella
2 Sutton Drive apt M-10, 07747
(732)-218-2910
mmennella01@gmail.com

Objective: Over 10 years restaurant experience as a Food Server/bartender seeking to continue career with a high end restaurant to deliver outstanding service through focus, efficiency, multitasking and a commitment to doing whatever is necessary to provide an enjoyable dining experience.

Experience:

Waiter- Tommy's Tavern and Tap, 1030 Ocean Ave, Sea Bright, NJ 07760, 04/15/2017- Present

- Best day in sales \$3,500
- YTD in sales 200,000
- Served Food
- Memorized restaurants beverage and food menu leading to higher sales
- Cleaned all work areas equipment utensils dishes and silverware and insured there stored properly according to state law
- Performed food preparation such as preparing desserts, brewing coffee, and making cappuccino
- Wrote patrons food orders on slips, memorized orders and entered orders in POS in a 200-seat restaurant
- Knowledgeable on multiple POS systems
- Trained new wait staff for new Staten Island location

Head Waiter- Solo Bella Bistro, 426 Chandler Rd, Jackson, NJ 08527, 11/26/2016-4/8/2017

- Monitored dining room to maintain optimal customer experience
- Answered customer inquiries and helped resolve all issues efficiently
- Delivered constant fast pace friendly service
- Managed closing duties- restocking items and reconciliation of the cash drawer
- Effectively communicated with kitchen staff regarding customer allergies, diets and special requests
- Proactively prepare for large parties and reservations, anticipating planning and staff needs.
- Buss, clear, clean, and set tables when support staff are backed up

Bartender/Head Waiter - Fireside Bar and Grill, 133 S. Main St, Marlboro, NJ 07746, 8/23/2014-11/25/2016

- Verified patrons' identification to verify age requirements for alcohol purchases
- Serve wine, bottle or draft beer liquor and mixed drinks to patrons in a timely fashion
- Mixed alcoholic and non-alcoholic drinks, including specialty cocktails
- Expert on draft beer selections
- Limit issues, related to customer intoxication by refusing to serve patrons or requesting taxis to transport patrons home
- Clean bar and work area, stock bar with alcohol, made homemade mixers, garnishes and related supplies such as ice, glassware, napkins and straws; order liquors and supplies to maintain workflows and patron demands
- Collect payments for beverages and balance cash receipts at end of shift
- Assisted in handling of Fireside social media/ created marketing strategies
- Managed high quality customer relationships to increase restaurant value/ high percent of returning customers
- Demonstrated leadership as a trainer to all new employees/bartenders
- Provided ingredient and flavor combination suggestions
- Operated One Touch POS system
- Opened and closed restaurant independently, assisted in preparing for large parties and events
- Consistently achieved the highest guest check averages among all full-time servers through suggestive selling and dessert-to-go orders. Won Dessert Sales Contest that produced a 12% increase in total monthly sales.

Food Runner/Bar Back- Mistral, 66 Witherspoon St, Princeton, NJ 08542, 4/5/2016-8/20/2016

- Stocked and rotated coolers, maintained liquor room, prepared lounge for the next day's shift
- Rang up customers and opened/ closed customer tabs.

- Assisted with bottle service and bussing
- Prepared and served mixed drinks, cocktails and beer serving a local customer base in a fast-paced, high-volume, team-oriented environment.
- Managed closing duties, including cleaning entire bar area and back area
- Consistently collect, wash, sanitize and restock all glass and barware for repeated bartender use.
- Maintained professional service while tending to, on average 100 customers, during a typical night shift
- Performed food preparation duties such as preparing salads, appetizers, and cold dishes, portioning dishes and brewing coffee
- Assisted with daily restaurant operations such as answering phones, taking reservations or to-go orders, greeting and seating restaurant patrons

Server/Assistant Manager- Luigi's Pizzeria and Italian Restaurant, 347 N County Line Rd, Jackson NJ 08527, 9/09/2010-8/22/2014

- Responsible for hiring, training, evaluating and discipline for staff of 20
- Controlled inventory by creating Excel spreadsheets for orders. Maintained set pars, calculations of paper cost percentages from the working of the profit and loss report
- Coordinated scheduling for employees to effectively provide everyday services and special events
- Collected cash and coupons from customers.
- Promoted pizza products and distributed promotional materials.
- Documented and kept record of information on pick-ups and deliveries, automobile mileage, fuel
- Prepared a number of products, washed dishes, operated pizza oven, folded pizza boxes, swept

EDUCATION

Brookdale Community College GPA: 3.7 Graduation Date: 5/2018

- Associates Degree in Business Administration

Rutgers Business School- Camden GPA 3.1 Graduation date 5/2021

- Bachelor's Degree in Business Administration

CLUBS/ACTIVITIES

- Brookdale Baseball Team

SKILLS/CERTIFICATION

- Alcohol Tips Certified (TIPS)
- Multitasking
- Excel, Word, and Power Point
- Excellent customer service / teamwork
- Club promoter and event planner

Name Mario Mennella

Servers Test

Score 10 / 35

Multiple Choice

52%

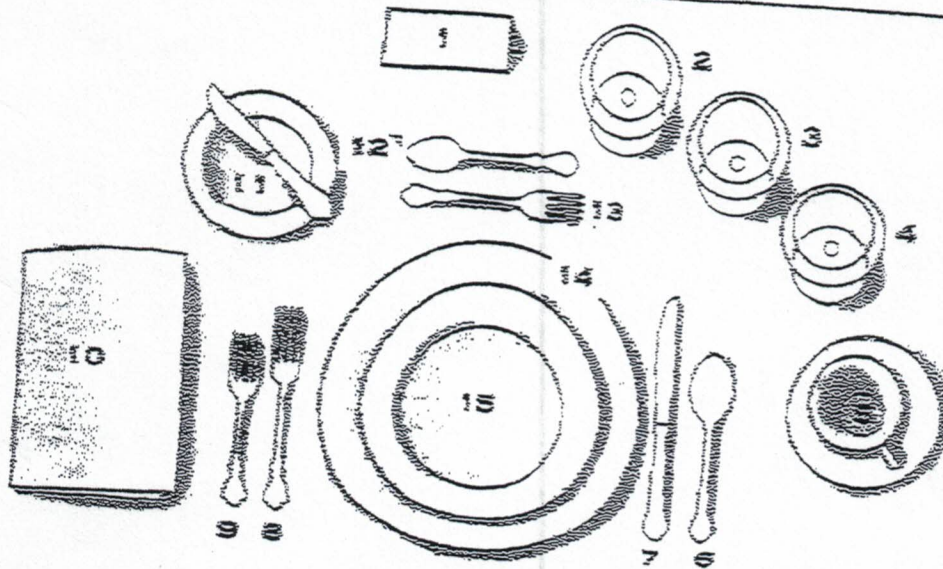
- D ☒ Food is served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- A ☒ Drinks are served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- B ☒ Food and drinks are removed on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- B ☒ What part of a glass should you handle at all times?
- The stem
 - The widest part of the glass
 - The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
 - The creases should all be going in the same directions
 - The chairs should be centered and gently touching the table cloth
 - All of the above
- D 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - Try to convince the guests to eat what you brought them
 - Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

- | | |
|---------------------------|--|
| <u>D</u> Scullery | <input checked="" type="checkbox"/> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>Gx</u> Queen Mary | <input checked="" type="checkbox"/> Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish | <input checked="" type="checkbox"/> Used to hold a large tray on the dining floor |
| <u>Ex</u> French Passing | <input checked="" type="checkbox"/> Area for dirty dishware and glasses |
| <u>Bx</u> Russian Service | <input checked="" type="checkbox"/> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <input checked="" type="checkbox"/> Used to open bottles of wine |
| <u>Cx</u> Tray Jack | <input checked="" type="checkbox"/> Style of dining in which the courses come out one at a time |

Servers Test

Name Mario Mennella
Score 11 / 35



Match the Number to the Correct Vocabulary

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 6x Teaspoon
- 13x Dessert Fork
- 12x Soup Spoon
- 15 Salad Plate
- 2x Water Glass

- 8 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 3x Wine Glass (Red)
- 9 Salad Fork
- 14 Service Plate
- 4x Wine Glass (White)

Fill in the Blank

1. The utensils are placed 5 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Dessert
3. Synchronized service is when: Running Food & pre busing tables
4. What is generally indicated on the name placard other than the name? Location of table
5. The Protein on a plate is typically served at what hour on the clock? 6 O'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
ask the chef or expo