

SHANICE S. HAYNES

MATHER, CA 95655 ■ (734) 363-0169 ■ SHANICEHAYNES25@GMAIL.COM

SERVER/ BARTENDER

Highly detailed-oriented professional with over six years of experience in the hospitality field.

SKILLS & ABILITIES

Patient Services	Hard Worker	Confidentiality
Customer Focus	Policies & Procedures	Compassionate

EXPERIENCE

Server

- Used correct cleaning, sanitizing and food handling procedures to maintain optimal protections for customers.
- Achieved sales goals by using successful strategies to promote specials, desserts and alcoholic beverages.
- Assisted with various banquet food stations, set up and service to multiple dining areas, and final cleanup.
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.

Bartender

- Used correct cleaning, sanitizing and food handling procedures to maintain optimal protections for customers.
- Applied communication and problem-solving skills to resolve customer complaints and promote brand loyalty.
- Maintained customer satisfaction with timely table check-ins to assess drink or other needs.
- Performed opening, closing and shift change duties accurately to keep restaurant working smoothly and ready to optimal protections for customers.

Dishwasher

- Efficiently manages time and displays a calm demeanor, and eager to assist with others.
- Ability to multi-task provides a warm, clean and safe environment, and work as a team.
- Flexible and positive attitude or creates a supportive and organized work environment.
- Conflict-resolution and time-management skills provide a high quality and efficient work performance.

EMPLOYMENT HISTORY

Surgical Assistant/ Patient Transporter, Surgical Staff Inc. Sacramento, CA	02/2018 - Present
Kelly Services Detroit, MI	07/2014 - 03/2017
Aerotek Staffing Agency Southfield, MI	08/2012 - 07/2014
Staff Works Southfield, MI	06/2010 - 08/2012

EDUCATION & TRAINING

Pre-Med , Wayne State University Detroit, MI	In Progress
Certificate , CPR/First Aid, Food Handlers Card, Sacramento, CA	Exp: 02/2022
High School Diploma , Cass Technical High School Detroit, MI	Graduated