

SHANICE S. HAYNES

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SERVER/ BARTENDER

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

SKILLS & ABILITIES

Patient Services
Customer Focus

Hard Worker
Policies & Procedures

Confidentiality
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. <i>Sacramento, CA</i>	02/2018 - Present
Kelly Services <i>Detroit, MI</i>	07/2014 - 03/2017
Aerotek Staffing Agency <i>Southfield, MI</i>	08/2012 - 07/2014
Staff Works <i>Southfield, MI</i>	06/2010 - 08/2012

EDUCATION & TRAINING

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