

611 El Camino Real, Santa Clara, CA 95050 • (408)396-9545 • foreveryours29@yahoo.com

Adrienne Wickenberg

Objective Cashier/Server

Professional Accomplishments

Barista

Starbucks Coffee Company Santa Clara, CA 2005-2008

- Customer Service/Sales: Took accurate beverage order & specifications, up sell pastries and promotional/seasonal goods, beverage preparation and disbursement. Cashier accepted payments; cash and credit, made change and operated registers and distribution of goods. Knowledgeable of product and answered inquiries.
- Maintained a clean counter and proper operation of equipment for a safe and healthy working environment meeting standards of sanitization
- Maintained inventory; replenished coffee beans, stocking brewing equipment, maintain supplies and pastries.

Server

- Customer Service/Sales: Communicated with guest to figure out their needs. Ensured complete satisfaction of food preparation and service.
- Server: Dining room preparation and break down. Took accurate food orders transmitted to kitchen staff and distribution. Observant of ticket times, menu preparation and table placement. Adhered to state laws on alcohol distribution. Obtained revenues. Prompt problem resolution. Food preparation duties making cold food items, such as salads and desserts, brewing fresh coffee. Relaying guest allergies to back of house staff. Observant of drinks being made at bar to ensure timeliness of entire meal start to finish.

Housekeeping

Days Inn Missoula, MT 2000-2002

- Clean common areas where staff and guest have access, adhered to health standards.
- Changed linens, made beds, and replenished towels. Emptied Trash and straightening up by clearing away old newspapers, room service trays, etc.
- Responds to guest's requests and concerns to ensure complete satisfaction. Accommodating to both guest and facilities, maintains priority cleaning schedule following room assignments, servicing rooms by request.
- Respectful of guest privacy, announces presence and returns back to occupied rooms.
- Standard house keeping duties included dusting and polishing furniture and glass, vacuuming and washing floors, cleaning bathrooms, cleaning mini- refrigerator. Replenishing toiletries, stationary supplies, additional room amenities on as needed basis and brochures, and menus etc.
- Aware of energy conservation, closing shades and draperies, turning down air conditioning and heat in unoccupied rooms, Ensure lights and amenities are properly working, turned off, or

unplugged.

- Communicates with supervisors and guest services, concierge on room readiness. Refers maintenance concerns and request to supervisor for repair.
- Replenishes housekeeping cart supplies at the end of shift
- Complimentary breakfast and dining room set up.

Employment History

2005-2008	Barista	Starbucks Coffee,
2003-2004	Server	Spoons Grill & Bar, Sunnyvale, CA
2000-2002	Housekeeping	Days Inn, Missoula, MT

Education

1995-1998	General Education	Santa Clara High School, Santa Clara, CA
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References

References are available on request.