

# Jenna Frieson

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Attentive Server and Bartender with over 13 years of experience in the hospitality industry. Known for providing high quality experiences, exceeding guest's expectations, and a willingness to support team members. Consistently led teams in sales and guest satisfaction while supervising up to twenty servers. Thrive in fast paced, customer focused environments.

## SKILLS

- Ability to tailor service to guest's needs by quickly establishing a rapport, coursing meals, pairing food and beverages, and utilizing menu knowledge to guide guests to their desired meal
- Proven ability to multitask, handle large crowds of people, and excel within a demanding, high-volume setting
- Adept at motivating team members to achieve goals while ensuring a focus on customer service
- Proficient at active listening, service recovery, and anticipating guest's needs
- Experienced with Micros, Aloha, Future POS, and Microsoft Office Suite.

## WORK HISTORY

### Table 47 Gig Harbor, WA

2018

*Server:* Utilized wine and liquor knowledge to compliment food selections, effectively communicated specials and featured menu items, trained service staff, curated memorable social dining experiences, served large parties and banquets.

### The Mill Milton, WA

2017

*Cocktail Server:* Trained new servers, pioneered service training program to improve sales and guest satisfaction, greeted and served guests, applied in-depth food and beverage knowledge to communicate new restaurant concept's unique menu options, managed time efficiently in order to clean and set tables quickly while also exceeding guest's service expectations.

### HMS Host Seattle, WA

2015 - 2016

*Bartender:* Responsible for opening and closing tasks in any of the nine different restaurants operated by the company, including Chili's, Anthony's and Dungeness Bay Seafood, educated servers, led the team in sales by highlighting specials, featuring menu items, pairing beverages, and providing gracious hospitality.

### Bassett Tacoma, WA

2014-2015

*Sales Representative/Interior Designer:* Closed the largest sale in history of the Tacoma store. Designed custom furniture, color plans and room plans based on individual customers lifestyle, needs, and interests.

### Ashley Furniture HomeStore Tacoma, WA

2012 - 2014

*Shift Lead/Design Team Member:* Trained and led team to double monthly sales goals, exceeded sales quota by 35%, achieved top sales and finance applications in the District, supervised, motivated and developed sales team.

### Hard Rock Cafe Seattle, WA

2010 - 2011

*Shift Lead/Lead Server:* Consistently achieved sales and service scores in top 1% of team members internationally, supervised up to 20 employees, trained new servers.

### Amtrak Seattle, WA

2008 - 2010

*Shift Manager/Lead Service Attendant:* Supervised restaurant and onboard employees, trained and coached service staff, managed inventory, ordered food, beverage, and supplies, reconciled finances, increased revenue by executing a focus on efficiency, sales, and service.