

J. Andrew Mann

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EXPERIENCE

Neighborhood Services, Addison, TX- Server

September 2018–January 2019

I provided guests with knowledge of the menu and was able to make their dining experience a next level event. I was able to help make wine pairings because there was not a sommelier available. This set me apart from my coworkers.

Mille Lire, Dallas, TX — Bartender/Bar manager/Server

December 2017- September 2018

I provided guests with exceptional service, by giving them information about the menu. By doing this I help to open the guests up to wine pairings.

Sachet, Dallas, TX- Server/Bartender

January 2018- May 2018

I provided guests an exceptional experience, by getting to know the guests and having knowledge of the menu I was able to help them make selections.

Sassetta, Dallas, TX — Server

April 2017- November 2017

I provided guests with exceptional service, by answering questions that may have come up during their experience and by recommending menu items based on their questions and concerns.

Villa-O, Dallas, TX — Server

September 2015- March 2017

I provided my guests with an exceptional dining experience. I believe it was here that I realized I enjoyed the rush of the service industry.

EDUCATION

Richland College, Richardson, TX — Finance

August 2013- December 2016

I enjoy going to school and broadening my horizons as far as educating myself in finance.

SKILLS

Computer:

I am an experienced user with Windows OS, strengths in using Word, Excel, and Powerpoint. I am also familiar with MAC OS and how to use MAC software.

Customer Service:

I find it to be a pleasure to work with people regardless of their day-to-day moods. I believe that a smile goes a long way in making both guests and coworkers happy. Every job I have ever had, has involved me in customer service, so I am great at building rapport with all of my guests. I am also great at diffusing difficult situations, which has proven me to be tremendously valuable to the establishment I am working together with.

Georgia Southern University, Statesboro, GA — *Psychology*

August 2009- May 2011

The field of psychology was very interesting to me but I did not want to pursue a career in that field.