

Kenney Smith

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SUMMARY OBJECTIVE

Exceptionally meticulous and energetic professional with 10+ years' experience in the restaurant, hospitality and lodging industry. A superior customer service record serving drinks in casual and fine dining establishments. Adept at handling stressful and unpleasant situations with complete courtesy and professionalism. Strong multitasker who thrives in a hectic high-pressure working environment. Highly regarded as a result- oriented person with great leadership and analytical skills.

Core Qualifications

- Substantial breadth of bartending experience in an array of diverse establishments
- Manage and train 5+ employees
- Inventory management and price controls
- Excellent skills in keeping work area clean stocked and well organized
- Superior grasp of drink pricing drink mechanics and inventory levels
- High abilities to mix garnish and serve drinks quickly and accurately
- Strong computerized cash register operation abilities
- Sound oral and written communication skills in English

PROFESSIONAL EXPERIENCE

Selby's - Atherton CA

June 2019 - January 2020

Mixologist/Host

- Deliver a detail description of spirits
- Maintain a clean and orderly work station
- Greet and welcome guest
- Maintain and organize daily reservations
- Assessed customers' needs and preferences and adjusted

Old Spaghetti Factory - Redwood City, CA

April 2019 – October 2019

Food and Beverage Server

- Greet and welcome guest
- Guide patrons through menu options
- Well-versed in standard front-of-house procedures, including hosting, cashiering, and serving
- Take orders, and deliver food
- Answer questions regarding the menu
- Work closely with other wait staff and the kitchen to ensure operational efficiency

Aramark Services – San Bruno, CA

December 2018 – March 2019

Food Production Supervisor

- Provided meals to over 800 individuals

- Supervised a team of 15+ staff
- Supervised the production of kosher, lactose free, diabetic and renal sensitive meals
- Ensure that meal production met health, sanitation, and quality standards set by the OSHA
- Train new employees on how to safely use machinery and follow procedure
- Responsible for coordinating shifts, arranging schedules, and monitoring employee performance.

Café Flora – San Francisco, CA

June 2018- December 2018

Bartender

- Prepared alcohol or **non**-alcohol beverages for bar and restaurant patrons
- Interacted with customers, take orders and serve snacks and drinks
- Assessed customers' needs and preferences and made recommendations
- Mixed ingredients to prepare cocktails
- Planned and present bar menu
- Restocked and replenish bar inventory and supplies
- Maintained a clean and orderly workstation by washing dishes, sanitizing surfaces, taking out trash etc.

The View Lounge at Marriott – San Francisco, CA

September 2018 – December 2018

Bartender

- Ensured that bars are stocked with glasses, garnishes, drink mixes and ice
- Mixed specialty cocktails
- Managed inventory for bar supplies orders from outside vendors
- Processed cash and credit card payments from customers
- Verify that patrons are old enough to drink before serving them alcohol
- Adhered to standard sanitation and safety practices
- Performed closing procedures at the end of business hours

Plank – Oakland, CA

October 2014– November 2017

Server/Bartender/Trainer

- Provided food and bar service in the huge patio and beer garden
- Made menu recommendations to patrons
- Maintained knowledge of 50+ local beers and made recommendations to customers
- Supported the operations of the 18 lanes of state-of-the-art bowling
- Managed the switchboard and the display of events on 60 HDTVs

The Rock Steady - Oakland, CA

March 2014– December 2016

Bar Manager

- Provided restaurant guests with friendly and professional service, excellent food quality and consistency of execution in an attractive, well-maintained environment
- Assisted with ordering and inventory, maintaining and stocking all bar items
- Orchestrated social functions to include private parties, business meetings and formal engagements
- Increased bar revenue through the development and marketing of featured cocktails
- Generated higher ticket averages by adeptly training employees on suggestive up-selling techniques
- Decreased labor costs by analyzing team members' strengths versus customer flow, hiring skilled bartenders, and adjusting the schedule appropriately

EDUCATION

San Francisco City College

San Francisco, California

**Business Sales and Marketing
(Sales Strategy and Customer Relations)**

Certificate

Jefferson High School

Daly City, California

Diploma