

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
Mixologist/Host

June 2019 - January 2020

- 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
Food and Beverage Server

April 2019 – October 2019

- 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
Food Production Supervisor

December 2018 – March 2019

- 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