

Katrina Elaine Jackson

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SUMMARY

Positive, effervescent and motivated service expert with over 18 years of experience working in hospitality. Specializing in high-volume, accurate & friendly service in large scale & fast paced environments. Seeks a server position so I can deliver excellent customer service and continue to grow within the industry.

PROFESSIONAL EXPERIENCE

Houstons, Pasadena CA-Server

01/2020-Current

- Team player who assists throughout the restaurant by bussing tables, delivering food/beverages and ensuring that every guest has a perfect experience.
- Exceeds customer expectations by providing them with friendly prompt and attentive service that is tailored to their preferences.
- Ensures guest satisfaction by checking orders and checking back with the guests throughout the entire experience.
- Extensive knowledge of food and drink recipes with the ability to recommend and up-sell.

The Ice House, Pasadena, CA-Cocktail Server

08/2019-03/2020

- Sets up showroom prior to the event.
- Serves cocktails for 30+ guests in a fast paced dimly lit environment.
- Accurately distributes guests checks and captures payment.
- Works with team to ensure guest satisfaction and a seamless show.

Spanish Ministry, Villajoyosa, ES- English language assistant

10/2018-6/2019

- Accurately reports attendance, behavioral and other student related issues to the appropriate channels.
- Teaches class lessons encompassing a range of skill-building activities for speaking, writing, reading and listening with the use of effective and appropriate communication.

Stone Brewing Co., San Diego, CA-Server

05/2013-9/2018

- Warmly welcomes and engages guests by greeting the table promptly and providing menu knowledge.
- Actively engages with guests to build rapport that results in excellent feedback published on Yelp.
- Effectively manages competing priorities in a fun and fast paced environment.
- Enters orders in Pos system with efficiency and accuracy then delivers food and beverages promptly.
- Checks back and communicates with guests at each course of the meal to ensure satisfaction and excellence.

Real Patient Ratings, San Diego, CA- Social Media Coordinator

04/2017-4/2019

- Pays attention to detail in order to organize and accurately distribute sensitive data for research.
- Knowledge of all office materials including computer software, machines and telephones.
- Self-starter who functions independently in a dynamic work environment.

Gordon Biersch, San Diego, CA- Server

07/2011-6/2013

- Creatively resolves customer concerns using effective interpersonal and communication skills.
- Carries daily bank with accurate handling of cash during customer transactions and end of shift closeout.
- Possesses commitment to a team environment with the ability to take direction from leadership.

EDUCATION

San Diego State University

12/2012-5/2014

Bachelor of Arts: Communication

The Fashion Institute of Design & Merchandising

Associate of Arts: Visual Communications

06/2008-06/2010