

Janet Ponce

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Authorized to work in the US for any employer

Work Experience

Server/Waiter

Vaquera-San Juan Capistrano, CA

October 2024 to Present

- Effectively communicated daily specials, highlighting unique features and flavors to enhance the dining experience
- Maintained a clean and organized work area, including polishing silverware, folding napkins, and arranging table settings
- Adhered to food safety regulations by properly handling food items and following sanitation procedures at all times

Server/Barback

Flights and Irons-Dana Point, CA

November 2022 to October 2024

- Maintained cleanliness of dining area by promptly clearing tables, sanitizing surfaces, and restocking supplies as needed
- Collaborated with kitchen staff to ensure timely delivery of food orders to customers
- Demonstrated exceptional multitasking skills during peak hours, accurately managing XX tables
- Handled cash transactions accurately using POS system while maintaining a balanced cash drawer at the end of each shift
- Resolved customer complaints or concerns promptly and professionally to ensure a positive dining experience
- Collaborated with bartenders to prepare specialty cocktails according to established recipes and standards
- Maintained knowledge of current promotions, specials, and menu changes to effectively communicate with customers
- Collaborated with team members to create a positive work environment focused on delivering excellent customer service

Server/Banquets/Barback

The Bella Collina-San Clemente, CA

March 2021 to February 2023

- Memorize guest name and family members.
- Make Members feel welcome and special by memorizing adjustments to certain plates & drinks.
- Set up, serve, and breakdown banquets/special events.
- Open & close down bar and restaurant.

Server/Barback/Bartender

Hennessey's Tavern-San Juan Capistrano, CA

June 2017 to February 2021

- Opened and set up bar/restaurant.
- Bartended daily. Memorized house cocktails, happy hour drinks and brews of the month.
- Worked under pressure, barback for busy weekends.
- Trained new staff.
- Utilized fresh ingredients to prepare cocktails per menu specifications.

Server/Room Service/Barback

The Doubletree by Hilton

October 2016 to July 2017

- Small group events setup and food/beverage service.
- Made business regulars feel welcomed back. Memorized favorite drinks & offered specials when possible.

Server/Room Service

Holiday Inn

October 2016 to June 2017

- Set up/Served for Nightly entertainment.
- Offered Promotional cocktails and appetizer plates.

Server/Room Service/Bartender

The Doubletree by Hilton

February 2016 to October 2016

- Established quick/short friendships with guests to make them feel comfortable with their stay.
- Kept difficult guests content while waiting for check-in.
- Took phone orders, ran room service, bartended, hosted, bussed, small banquets, closed establishment.

Education

High School Diploma

Capistrano Valley High School

2009

Skills

- - Bilingual: English/Spanish
- Fast Learner
- POS System Operation
- Neat Appearance
- Physical Stamina
- Friendly, Team Player
- Patience
- Busser
- Serving Experience
- Restaurant Experience
- Cash Handling

- Banquet Experience
- Restaurant experience
- Customer service
- POS
- Hospitality (8 years)
- Communication skills
- Food service

Languages

- English - Fluent
- Spanish - Intermediate

Certifications and Licenses

Food Handler

Food Handler Certification

Driver's License