

# GWENDOLYN ANDRISE

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Friendly and enthusiastic cocktail, waitress, server with 3 years of specialization in food and beverage services, including mixed drinks, beers, and wines. Able to learn new tasks quickly and proficient in growing key customer relationships. Represents establishment with friendly, professional demeanor at all times.

## EXPERIENCE

### • JUNE 2016 – FEB 2018

#### • **MANAGER**, JERSEY MIKES

- Implement corrective action plans to solve organizational or departmental problems.
- Direct or coordinate activities of businesses involved with buying or selling investment products or financial services.
- Coordinate the development or implementation of budgetary control systems, recordkeeping systems, or other administrative control processes.
- Direct non-merchandising departments, such as advertising, purchasing, credit, or accounting.
- Oversee activities directly related to making products or providing services.
- Manage staff, preparing work schedules and assigning specific duties.
- Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
- Perform sales floor work, such as greeting or assisting customers, stocking shelves, or taking inventory.
- Recommend locations for new facilities or oversee the remodeling or renovating of current facilities

### JANUARY 2018 – CURRENT

#### **COCKTAIL/PARTY STARTER**, MARYLAND LIVE CASINO AND HOTEL

- Collect money for drinks served.
- Check identification of customers to verify age requirements for purchase of alcohol.
- Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons.
- Stock bar with beer, wine, liquor, and related supplies such as ice, glassware, napkins, or straws.
- Serve wine, and bottled or draft beer.
- Clean bars, work areas, and tables.
- Mix ingredients, such as liquor, soda, water, sugar, and bitters, to prepare cocktails and other drinks.
- Serve snacks or food items to customers seated at the bar.
- Slice and pit fruit for garnishing drinks.
- Arrange bottles and glasses to make attractive displays.

- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Remove dishes and glasses from tables or counters, take them to kitchen for cleaning.
- Bring wine selections to tables with appropriate glasses, and pour the wines for customers.
- Describe and recommend wines to customers.
- Provide guests with information about local areas, including giving directions

JUNE 2017

**HIGH SCHOOL DIPLOMA**, MEADE HIGH SCHOOL

AUGUST 2017 - CURRENT

**ASSOCIATE IN HOMELANDLAND SECURITY**, ANNE ARUNDEL

## SKILLS

- |                                |                                 |
|--------------------------------|---------------------------------|
| • Judgment and Decision Making | • Social Perceptiveness         |
| • Active Listening             | • Active Learning               |
| • Speaking                     | • Customer and Personal Service |
| • Time Management              | • Complex Problem Solving       |