

Jesse DeHart

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Summary:

Experienced restaurant worker bringing enthusiasm, dedication, and an exceptional work ethic. Trained in customer service with a high energy and outgoing dedication to provide positive guest relations. High volume dining, customer service, and cash handling background.

Key Skills:

- ServSafe Manager Certified
- ServSafe Responsible Alcohol Service Certified
- Trained Food Handler
- Proficient Customer Service
- Quick Learning
- Accuracy and Attention to Detail
- Ability and Adaptability to Work Under Pressure
- Great Time Management
- Great Team Worker
- Multitasker
- Experienced at POS Systems

Education:

- Ernest Righetti High School
- Santa Maria, California
- 2006-2010
- High School Diploma

Experience

Yardhouse
620 Spectrum Center Dr
Irvine, California 92618

Server (07/10/2019-Present)

- Provided a fun, friendly attitude in a fast-paced restaurant
- Gained an extensive knowledge of beer to be able to recommend and sell great selections from over 150 beers on tap
- Provided attentive and friendly service that ensured hospitality for guests
- Helped guests feel valued and well-taken care of
- Worked well and found success with over 100 team members from all different positions
- worked well with managers to always ensure guests needs were taken care in case of a problem
- Prebussed tables, ran drinks and food to provide fast turnover of tables
- effectively closed restaurant by following proper side work guidelines and health code

Ruscello
3333 Bristol Street
Costa Mesa, California
92626

Lead Server (04/02/2018-06/13/2019)

- Lead shifts by communicating updates between FOH staff and managers
- Effectively suggest and promote locally sourced chef specials and wines to pair with
- Handle high amounts of cash from cash registers and handled end of shift checkouts for servers and hosts
- Being able to Comp and Void items for fellow servers
- Effectively handle guest situations when complaints arise
- Able to answer guest questions about menu items and drinks
- Maintain a positive attitude in a faster pace fine dining restaurant
- Help grow sales and maintain profits for restaurant

Chili's Bar and Grill
3745 Alton Parkway
Irvine, California 92606

Manager (11/1/2017-2/28/2018)

- Managed over 40 team members as a member of the management team in a fast paced, casual dining restaurant.
- Handled large amounts of money every shift and distributed money to tipped out positions
- Effectively cut labor to improve overall profit for the restaurant
- Able to handle guest complaints in a reasonable and professional matter by listening, apologizing, solving the problem, and thanking the guest for the feedback
- Motivated team members to actively sale menu items to guests
- Placed accurate orders based off of inventory that was taken ensuring profitability
- Maintained an upbeat, encouraging attitude during shifts to provide a great example to team members and guests
- Gave daily inspections of food to ensure that it is safe to serve to guests
- Gave focused feedback when coaching team members
- Listened to needs of team members to create best possible work experience

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Server/Bartender (4/28/2011-10/31/2017)

- Able to upsell great menu items to guests based off of their occasion
- Pre-bussed and bussed tables to ensure a high table turnover rate
- Worked well in a team dynamic to provide great service to every guest
- Ensured responsible selling of alcohol to guests
- Ability to talk and listen to guests and anticipate any needs of the guest
- Able to listen and solve guest complaints
- Able to make great drinks and give recommendations for guests from the bar