**Mikela J. Howard**

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**EDUCATION**

**University of South Carolina** Columbia, SC

Bachelor of Science: Psychology, College of Arts and Sciences

August 2017 - May 2022

**PROFESSIONAL EXPERIENCE**

**Station Craft Brewery + Kitchen**

**34150 Pacific Coast Highway**

June 2023 - Current

* Greet customers with a friendly and positive attitude
* Correctly take orders for food and drinks
* Correctly make a variety of non-alcoholic and alcoholic drinks
* Follow recipes and make craft cocktails which include an old-fashioned, negroni, aviation and other seasonal features
* Maintain full knowledge of constantly rotating taps
* Maintain strong knowledge of liquor selection and rotating features
* Verify guests drinking are of legal age
* Carry out daily prep and cleaning
* Ensure POS station and bar is fully stocked for the next shift
* Complete opening and closing tasks before, and after, each shift to ensure staff and customer satisfaction
	+ Includes, but not limited to polishing/rolling silverware, prepping fruit/garnishes, stocking juices and NA beverages, rolling and changing kegs
* Ensure smooth operation of the restaurant

**Edmunds Oast Brewing Company & Taproom**

Charleston, SC

*Bartender/Server/Expo*

September 2022 - August 2023

* Greet customers with a friendly and positive attitude
* Correctly take orders for food and drinks
* Correctly make a variety of non-alcoholic and alcoholic drinks
* Follow recipes and batch cocktails which include an old-fashioned, negroni, and sazerac
* Maintain full knowledge of constantly rotating taps
* Maintain strong knowledge of whiskey selection and rotating features
* Verify guests drinking are of legal age
* Carry out daily prep and cleaning
* Ensure POS station and bar is fully stocked for the next shift
* Complete opening and closing tasks before, and after, each shift to ensure staff and customer satisfaction
	+ Includes, but not limited to polishing/rolling silverware, sweeping/mopping taproom, taking out trash, cleaning bathrooms, sanitizing and setting up tables, portioning sauces, folding t-shirts and putting out other merchandise, rolling and changing kegs
* Sell products such as T-shirt’s and bar glasses
* Sign customers up for rewards systems
* Ensure smooth operation of the restaurant

**Za’s on Devine**

Columbia, SC

*Bartender*

October 2021 - July 2022

* Greeted customers with a friendly and positive attitude
* Correctly took orders for food and drinks
* Correctly made a variety of non-alcoholic and alcoholic drinks
* Carried out daily prep and cleaning
* Ensured POS station and bar is fully stocked for the next shift
* Completed opening and closing tasks before, and after, each shift to ensure staff and customer satisfaction
	+ Includes, but not limited to sweeping/mopping bar, taking out trash, sanitizing bartop, washing and polishing all glassware, cleaning the espresso machine, rotating kegs if needed
* Ensured smooth operation of the restaurant
* Bar manager on duty

**Henry’s on Devine**

Columbia, SC

*Bartender/Bar Manager*

March 2021 - July 2022

* Greeted customers with a friendly and positive attitude
* Correctly took orders for food and drinks
* Correctly made a variety of non-alcoholic and alcoholic drinks
* Carried out daily prep and cleaning
* Ensured POS station and bar is fully stocked for the next shift
* Completed opening and closing tasks before, and after, each shift to ensure staff and customer satisfaction
	+ Includes, but not limited to sweeping/mopping bar and restaurant, taking out trash, sanitizing bartop and tables, polishing and putting away all glassware, cleaning bathrooms, rotating kegs if needed
* Supervised staff, including: bartenders, food runners, bussers/dishwashers, waitstaff, and kitchen staff
* Managed cash drawers and employee check outs
* Ensured smooth operation of the restaurant

**Old Chicago**

Columbia, SC

*Waitstaff/Bartender*

August 2020 - March 2021

* Greeted customers with a friendly and positive attitude
* Correctly took orders for food and drinks
* Signed customers up for rewards systems
* Sold products such as T-shirt’s and bar glasses
* Correctly made a variety of non-alcoholic and alcoholic drinks
* Carried out daily prep and cleaning
* Ensured POS station and bar is fully stocked for the next shift
* Completed opening and closing tasks before, and after, each shift to ensure staff and customer satisfaction.
	+ Includes, but not limited to polishing/rolling silverware, sweeping/mopping bar and restaurant, taking out trash, sanitizing and setting up tables, portioning sauces, rolling and changing kegs

**Telecounseling @ The University of South Carolina Admissions Office**

Columbia, SC

*Telecounselor*

February 2019 - August 2019

* Called and spoke to prospective students.
* Correctly answered a variety of questions from prospective students and/or parents.
* Positively represented the University of South Carolina on each call.
* Recruited prospective students to the University.
* Reminded prospective, or future freshmen, of deadlines, events, etc.
* Wrote and sent students I’ve spoken with notes to further connect them to the University.

**Curiosity Coffee Bar @ The Mills** Columbia, SC

*Barista*

September 2018 - December 2018

* Took correct orders and provided customers with correct change.
* Efficiently worked the cash register.
* Made a variety of Cold Brew Lattes, tea drinks, breakfast sandwiches, bagels, and salads.
* Carried out daily portion and meal prep.
* Stocked drinks, snacks, cups, and other necessary utensils for customers.
* Completed opening and closing tasks before, and after each shift to ensure staff and customer satisfaction.

**Underground Baker**

South Dennis, MA

*Barista/Baker*

May 2018 - August 2020

* Took correct orders and provided customers with correct change.
* Efficiently worked cash register.
* Made a variety of coffee and espresso drinks.
* Made a variety of smoothies and fresh juices.
* Baked and/or decorated a variety of cookies, donuts, and other pastries.
* Worked on the food line - made a variety of sandwiches, soups, and salads.
* Prepared portions daily.
* Stocked drinks, cups, and other necessary utensils for customers and staff.
* Completed opening and closing tasks before and after each shift to ensure staff and customer satisfaction.

**Buffalo Wild Wings** Springboro, OH

*Hospitality*

July 2016 – August 2018

* Answered phone calls and took accurate orders.
* Put together carry-out orders with correct sides and utensils.
* Provided customers with their correct orders.
* Prepared sides and other food items to keep the kitchen running smoothly.
* Completed opening and closing tasks before and after each shift to ensure staff and customer satisfaction.

**RELEVANT SKILLS AND ACTIVITIES**

* Considerable knowledge of liquor, beer, wine and mixology
* Changing beer kegs
* Excellent guest service skills
* Engaging personality
* Quick Learner
* Organized multi-tasker
* High volume crowds
* Dinerware, Aloha and Toast POS
* Basic knowledge of sanitary food handling procedures