

BROOKE MCGILL

(562) 999-6936

brookemmcgill@gmail.com

Professional Summary

Bubbly hard working Bottle Service Waitress well-versed in interacting with customers taking orders, providing, collecting payments, clearing and cleaning tables in an efficient timely manner while providing the upmost guest experiences to all. Energetic and vivacious individual with Seven years over all serving experience and four years of Bottle service and cocktails to all nightclub / lounge and bar patrons.

Skills

- * Wine and liquor knowledge
- * Team leadership
- * High energy and stamina
- * Customer service and Rapport
- * High volume dining
- * Cash handling
- * Problem solving

Work History

5/2022 - Current

Cocktail and Bottle Service Waitress

Harriets Rooftop— Westhollywood, CA

- Set up tables and roll ups for opening
- Greet tables and get leads for bottle service
- Recommending specialty cocktails
- Collecting credit cards and pre authorizing for table minimums
- Making sure each table has the adequate set up for reasonable accommodations such as wine, champagne, liquor bottle set ups
- Maintaining high energy for 8 + hour shifts
- Working with the team as a whole to create a great environment and positive place to come back to
- Bringing out bottles in a timely manner, making sure tables area always pre bussed and enough shot glasses, rocks glasses, mixers and fresh ice

- Always staying busy even on slower shifts doing running side work, cleaning, helping out my team members
- Doing large private events (\$50k-100k minimums) tray passing and drink running.
- Making sure large party dinners have the proper menus and set ups and the food is fired to the kitchen at the right time
- Being on a radio system to communicate with all team members and management
- Maintaining high sales and excelling my tables minimums
- Taking special care of VIP and Rolodex members

1/2022 - 6/2022

Cocktail server

Stag bar – Newport Beach, CA

- Opening and closing the bar dining area by following guidelines
- Toast POS knowledge
- Bussing and clearing the entire bar including others sections and around the venue
- Take large parties up to 50, card handling / cash and carry
- Running my drinks and food as well as others
- Being mindful of specials for the week
- Working in a high volume sports bar keeping the flow lively
- Making sure the tables were set up properly for each food and or drink item
- Making genuine guest connections and getting proper guest reviews
- Being positive no matter the outcome

10/ 18 - 12/ 22

VIP Bottle Service Waitress

Mesa Lounge – Costa Mesa, CA

- Trained new employees for dinner service and bottle service.
- Opening and closing lounge with efficiency and cleanliness.
- Knowledge of food many, many cocktails, rotating wine, and beer. As well as spirits for cocktails and for bottle service.
- Kept guests at their 90 minute dinner service minimum to ensure bottle service tables were also taken care of for the rest of the night.
- Get guests IDs and cards in timely matter whilst taking their order, filling ice buckets setting up their bottle service trays and mixers bringing out their bottles and pouring all drinks promptly.
- Pre bussing my section as well as entire lounge and common areas.
- Up selling Dinner specials as well as bottle service packages.
- Creating and maintaining regular frequent clientele.
- POS hand holds for processing payments over \$200.

- Assessed guest demeanor and behavior to minimize disturbances, notifying bouncer of any unruly situations.
- Large amounts of money and cash handling.
- Maintaining high sales and high tip averages.
- Ran food, cocktails, bussed and maintained sections.
- Refilling ice, mixers and glassware as well as making sure each guest has a refill consistently.
- Reading each guests to their wants and needs.
- Positive team player.