

Kendall Johnson

kendalljohnsonj@gmail.com

949-207-8528

21731 Criptana Mission Viejo, CA

Relevant Skills:

- Excellent interpersonal and communication skills
- Ability to work in a fast-paced environment
- Proficient at multitasking and completing tasks promptly.
- Ability and love for working in team-based environments.

Work Experience:

HARPOON HENRY'S SEAFOOD RESTAURANT

Dana Point, CA | February 2017 - Present

Restaurant Floor Manager March 2022 - Present

- Lead a team of servers, bussers, hosts, and kitchen staff to ensure efficient workflow.
- Ensure accurate records and food safety protocols by conducting daily reports of alcohol inventory, refrigeration temperatures, and proper food storage orders.
- Efficiently respond to customer complaints to ensure customer satisfaction and return rates.
- Accurately conduct end-of-shift tasks by monitoring the completion of employee closing duties and ensuring accurate server paid-outs and bar banks.
- Maintain a friendly and inclusive work environment by effectively handling employee disputes and supporting a team-based work ethic.

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Bartender August 2019 - Present

- Create innovative and classic cocktails with precision and attention to detail
- Ensure a positive and welcoming atmosphere by interacting with customers in a friendly and professional manner.
- Possess in-depth knowledge of the bar's beverage menu, including beer, wine, and spirits.
- Adhere to all safety and health regulations, including proper handling of alcohol and adherence to local licensing laws.
- Upsell premium and specialty drinks to increase sales and enhance the customer experience.

Head Server/Cocktail Server February 2017 - Present

- Memorize four separate food menus along with liquor, featured cocktails, beer, and wine selections in order to give customized dining recommendations to guests.
- Demonstrated commitment to delivering outstanding service, building rapport with patrons, and ensuring a positive and memorable dining experience.
- Provide service to customers while stocking and maintaining cleanliness in the kitchen.
- Work as a team with fellow employees to maintain efficient and quality service throughout the restaurant.

Bookkeeper June 2017 - September 2018

- Input daily sales into an Excel spreadsheet to prepare the general ledger.
- Prepare bank deposits and deliver them to the bank.
- Prepare and file financial records, staff tips, and weather/customer inflow charts.

THE COFFEE IMPORTERS

Dana Point, CA | March 2015 – Sept. 2016

Team Member/Barista

- Work as a cohesive unit with coworkers to quickly provide products to customers daily and cash them out at a register.
- Memorize coffee and tea recipes to prepare and properly recommend drinks for customers.
- Prepare and handle payments with a cash register in a fast-paced environment.

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- Learn food and drink ingredients to handle customer allergies and dietary concerns.

Education History

California State University, Fullerton August 2021 to Present
Bachelors of Arts - History
Dean's Honor List

Saddleback Community College August 2016 to May 2019
Associate Degree in History
Associate Degree in Social Sciences