

JACKIE GONZALEZ

Houston, TX | jackie_ann21@yahoo.com | 361.646.3642

PROFESSIONAL EXPERIENCE

Lead Server / Bartender / Banquet Team

Feb. 2017 - Jan. 2024

McAdoo's Seafood Company

New Braunfels, TX

- Managed closing procedures, including collecting funds from the night shift, entering all financial transactions using Microsoft Excel, and organizing the restaurant for a seamless opening the following day.
- Conducted training sessions for new hires, ensuring adherence to health code regulations. Directed the chef in addressing dietary restrictions and special requests during food preparation. Supervised opening and closing protocols, encompassing cash handling and inventory ordering.
- Monitored the main restaurant's operations, assisting guests to their tables, taking orders, and fostering positive interactions.
- Mitigated regulatory risks by ensuring compliance with liquor laws and state sanitation/health code protocols.
- Optimized revenue by contributing to the creation of food and beverage menus, actively promoting additional items for upselling.

Server

July 2016 - Feb. 2017

Pluckers Wing Bar

San Marcos, TX

- Recorded orders with precision and collaborated with team members to deliver food and beverages that surpassed guests' expectations.
- Addressed resident or guest complaints related to food or service.
- Received frequent customer compliments for exceeding normal duties.

Server

Jan. 2016 - July 2016

Big House Burgers

Kingsville, TX

- Collaborated with kitchen staff to address diner complaints, ensuring prompt service of replacement menu items.
- Regularly maintained cleanliness in work areas, as well as with glassware and silverware throughout each shift.
- Cultivated and sustained positive working relationships with team members to achieve business goals.
- Exhibited genuine hospitality by warmly greeting and establishing rapport with guests.

EDUCATION

Bachelor of Arts in Psychology

Hours Completed

The University of Texas A&M- Kingsville

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CERTIFICATIONS

Food Handlers Certification

June 2024

Texas Alcoholic Beverage Commission

June 2024

SKILLS

• Customer Service • Problem Solving • Time Management • Teamwork • Cash Handling • Team Leadership • Effective Communication • Conflict Resolution • Salesmanship • Microsoft Excel •