

Jenna Stephanos

Friendly Server, Bartender, Hostess, and Pre-Nursing Student

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Primary: English | Secondary: Spanish

Summary

Eager and Personable Hostess and Server with over 4+ years of experience working in different hospitality roles, including hands-on roles in restaurant operations. Skilled in customer service, digital sales management, and upholding upscale standards of cleanliness and sanitation. Recognized for adaptability in fast-paced environments and a collaborative spirit. Has a passion for creating memorable experiences for guests and supporting team members to ensure a healthy work environment. Committed to enhancing guest experiences and looking to contribute to and grow within a dynamic team.

Skills

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- Always goes the extra mile to keep customers happy with highest quality of service
 - *Maintains a positive attitude and great sense of humor during peak hours*
 - Drives sales with creative pairing recommendations, upselling techniques, and a passion for making every guest's experience special
 - *Prioritizes ensuring the individual dietary and service needs of all guests are met, and consistently delivers unmatched service quality*
 - Maintains a repertoire of several gourmet drinks, top-shelf spirits and beer and wine offerings
 - *Bilingual in English and Spanish*
 - Excellent money handling and inventory management skills
 - *Calm under stress and experienced in providing quality service while also supporting team members in high volume settings*
 - Hardworking, compassionate, and detail-oriented
 - *Up-to-date TABC Seller Certificate and Texas Food Handler Certificate*
 - *Up-to-date American Red Cross Adult, Child, and Baby First Aid, CPR, and AED Certificate*

Education

University of Houston, Downtown – *Psychology, Bachelor's of Science*

AUGUST 2019 - DECEMBER 2024

- Dean's List | GPA: 3.92 | Class of 2024

Relevant Experience

Seasons 52 Restaurant, Citycentre, Houston, TX – *Fine Dining Server and Hostess*

AUGUST 2021 - MARCH 2022

- Alternated between hostess and server roles as needed. Gourmet, upscale, farm-to-table restaurant
- *Achieved sales goals by promoting high-profit items and daily specials in a respectful manner.*
- Greeted customers upon arrival and escorted them to their tables. Assigned and arranged tables for large groups.
- *Memorized menu additions, changes and limited offerings while advising customers on proper wine and liquor pairings for different foods.*
- Managed server assignments and coordinated hostess duties on high volume nights with a total of 400+ covers.
- *Provided attentive and professional customer service and fostered warm relationships with repeat customers.*
- Maintained knowledge of current menu offerings, ingredients, preparation methods, and dietary restrictions.
- *Trained new servers in company policies, guest service standards and best practices.*
- Listened to guest needs and responded promptly for personalized service. Provided exceptional customer service by addressing and resolving guest concerns or complaints.
- *Explained details for new menu items and daily specials in a friendly manner.*
- Delivered food and beverages promptly to customers. Presented specialty dishes with polished and professional tableside service.
- *Learned the steps of service for upscale dining experiences*
- Took accurate notes detailing customer orders. Entered orders into the computer system to coordinate with kitchen staff.
- *Practiced conflict resolution between staff and guests and maintained a professional and warm environment for guests.*
- Managed reservations through OpenTable and POS systems. Took accurate food and drink orders from patrons utilizing the POS system..
- *Supported bussers with table-cleaning during high-volume shifts.*
- Restocked service stations to maximize availability.
- *Informed customers of ingredients and allergens to support menu choices. Informed kitchen staff of special order requests and dietary restrictions.*
- Practiced safe alcohol service procedures, checking identification and monitoring guests for overconsumption. Adhered to state liquor regulations to serve alcohol safely.
- *Processed credit card transactions, gift cards and cash payments.*
- Offered assistance to bartenders during busy periods by taking drink orders from bar patrons.
- *Assisted other servers in maintaining clean dining areas during busy times. Completed side work tasks such as rolling silverware, polishing glassware, or refilling condiments during downtime periods.*
- Participated in team meetings discussing upcoming events, promotions, or changes within the restaurant environment.
- *Adhered to local health code regulations by regularly washing hands and sanitizing surfaces throughout shifts. Followed safety, sanitization and food handling guidelines.*
- Reduced average customer wait times by about 25% and improved overall customer satisfaction ratings within the time of employment.

Tiny's No. 5, Houston, Texas - *Server, Bartender, & Barista*

MAY 2023 - AUGUST 2023

- Alternated roles between Server, Bartender, and Barista.
- *Greeted customers warmly and engaged in friendly conversation while taking their orders.*
- Created unforgettable experiences for guests by providing upscale service in an inviting atmosphere.

- *Prepared and served specialty coffee, espresso drinks, blended coffees, teas, wines, beers, cocktails, and more. Suggested food and pastry items to complement beverage orders.*
- Memorized the names and components of numerous dishes, wines, beers, coffees and related beverages, efficiently prepared all beverages listed on the menu, and operated an espresso machine.
- *Followed standards and procedures according to customer service protocol, money management standards, health code requirements, sanitation practices, and overall shift duties.*
- Documented complex orders to accurately process payments in the POS system.
- *Used upselling techniques to boost order value, generating additional revenue. Met upsell goals by promoting high-profit items to every customer in a friendly manner.*
- Utilized time management skills to multitask efficiently during busy periods without sacrificing quality or customer service.
- *Cleaned prep areas and replenished supplies to maintain a safe and healthy work environment.*
- Fulfilled orders to exact customer specifications for optimum satisfaction. Addressed and resolved customer issues to promote satisfaction.
- *Prepared beverages with speed and accuracy to minimize customer wait times. Retained knowledge of menu items to assist customers with beverage selections.*
- Navigated periods of high volume with calm demeanor to keep the store operating at the highest standard.
- *Collaborated with team members to provide efficient service during peak hours.*
- Demonstrated knowledge of various brewing methods, bean types, and flavor profiles when assisting customers with selections.
- *Supported team productivity by monitoring beverage stations to maintain appropriate levels of syrups, sauces, milk, cups, lids, straws, napkins etc., refilling as necessary. Performed routine maintenance on coffee machines and other beverage equipment to ensure optimal performance and prevent malfunctions.*
- Checked identification for alcoholic beverage purchases when required by local laws or policies.
- *Operated the cash register, processed customer payments, and provided accurate change.*
- Set up displays and merchandising for seasonal promotions or special events.

J&D Entertainment, Houston, Texas - Roaming Photo Booth Entertainer and Bartender

MAY 2023 - PRESENT

- Roaming Photo Booth Entertainer or Bartender for corporate and special events by contract.
- *Operates and maintains excellent condition of the Roaming Photo Booth hardware.*
- Manages Photo Booth software during events, effectively capturing and uploading media at the highest quality. Successfully distributes event photos between multiple parties through the creation of a cloud.
- *Bartender for open bar service at various corporate events, such as the 2024 Ameritex Annual Spring Event.*
- Facilitates effective communication between the client, the client's event coordinator, and employer.
- *Creates a professional and memorable photo booth experience for guests of various ages and backgrounds.*

- Performed as the Roaming Photo Booth at the 2023 Officer's Ball at the Fertitta Residence, the 2023 Memorial Hermann Benefit at McGovern Centennial Gardens, at the 2023 St. Thomas University Scholarship Fundraiser, and the 2023 Texas Children's Gala at 713 Music Hall, among others.

Awards & Certificates

Texas Alcohol Beverage Commission (TABC) Seller Training Certification

Certificate #9456471 | Expires April 13, 2025

Texas Food Handler Certification

Certificate #219188 | Expires April 13, 2025

American Red Cross Adult, Child, and Baby First Aid, CPR, and AED Certification

Certificate ID (in-person): 018L7Q; Certificate ID (online): 00SK67G | Expires June 21, 2025

Dean's List, University of Houston-Downtown

JANUARY 2023 - PRESENT