

# AISHA JACKSON, BS

DALLAS, TX | 720.276.6710 | AISHAEJACKSON@OUTLOOK.COM

## Professional Summary

Hardworking Server who thrives under pressure and goes above and beyond to create unforgettable guest experiences. 10 years experience serving in high volume atmospheres, while maintaining a positive attitude and great sense of enthusiasm during peak hours.

## Skills

- Organized and efficient server
- Thrives in fast-paced environment
- Courteous, professional demeanor
- Cash handling expert
- Liquor and smoking laws familiarity
- 7+yrs cocktail experience
- Quick problem solver
- Committed team player
- High energy
- Bar terminology
- Up-selling capability
- Outgoing personality

## Work History

### Kitchen Manager & VIP Bottle Service Waitress

#### 4 Play Kitchen & Cocktails - Denver, CO

March 2024-June 2024

- Monitor employees, ensure they perform their duties, and set work schedules
- Ensure food meets standards and is safe to eat
- Maintain inventories and procure supplies
- Ensure the kitchen complies with health and fire department regulations
- Assist chefs with food service operations and design meals
- Ensured that my tables were fully stocked with glasses, drink mixes, and garnishments before my shift.
- Greeted guests upon arrival to their sections and collected payment for the table minimum. Checked to ensure payment info was correct and pre-authorized payment.
- Efficiently and accurately took and delivered orders for bottles. Whilst also preparing cocktails at the table, including chilled and mixed shots as.
- Consistently provided professional, friendly and engaging service while constantly checking on guests satisfaction.
- Skillfully promoted items on bottle list, while assertively up selling menu items
- Followed all safety and sanitation policies when handling beverages to uphold proper health standards.
- Displayed enthusiasm and knowledge about the establishment and menu products.
- Quickly recorded transactions in Micros system to deliver prompt service
- Developed and maintained positive working relationships with others to reach business goals.
- Provided friendly, attentive, genuine service while establishing a rapport with guests.
- Assisted co-workers whenever possible.

### Hostess & Server

#### La Diabla Pozole y Mezcal - Denver, CO

January 2024 – June 2024

- Greeted guests in a timely and professional manner.

# AISHA JACKSON, BS

DALLAS, TX | 720.276.6710 | AISHAEJACKSON@OUTLOOK.COM

- Managed seating chart and monitored activity in restaurant to keep constant and efficient dining flow.
- Supported servers, food runners, and bussers with keeping dining area ready for every guest.
- Collected information from arriving customers to seat groups or place them on waitlist.
- Watched dining area staff to evaluate server loads and calculate accurate wait times.
- Took reservations and to-go orders by phone, answered customer questions, and informed of accurate wait times.
- Processed orders on a computerized Point of Sale system.
- Upheld strict cash handling procedures.
- Served food and beverages promptly with focused attention to customer needs.
- Supported colleagues during peak hours, fostering a collaborative work environment that enhanced overall productivity levels.
- Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality.
- Maintained a clean and orderly dining area for an enjoyable guest experience.
- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Performed opening and closing duties, ensuring the dining area was prepared for seamless service transitions.
- Bussed and reset tables to keep dining room and work areas clean.

## Waitress

### **Cheesecake Factory - Denver, CO**

January 2024 – June 2024

- Greeted guests in a timely and professional manner.
- Managed seating chart and monitored activity in restaurant to keep constant and efficient dining flow.
- Supported servers, food runners, and bussers with keeping dining area ready for every guest.
- Collected information from arriving customers to seat groups or place them on waitlist.
- Watched dining area staff to evaluate server loads and calculate accurate wait times.
- Took reservations and to-go orders by phone, answered customer questions, and informed of accurate wait times.
- Processed orders on a computerized Point of Sale system.
- Upheld strict cash handling procedures.
- Served food and beverages promptly with focused attention to customer needs.
- Supported colleagues during peak hours, fostering a collaborative work environment that enhanced overall productivity levels.
- Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality.
- Maintained a clean and orderly dining area for an enjoyable guest experience.
- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Performed opening and closing duties, ensuring the dining area was prepared for seamless service transitions.
- Bussed and reset tables to keep dining room and work areas clean.

## Education

**B.S., Business Administration & Management** | University of Colorado Denver May 2015

# **AISHA JACKSON, BS**

DALLAS, TX | 720.276.6710 | AISHAEJACKSON@OUTLOOK.COM