Shane Leslie

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# Summary

Ability to immediately form a connection with guests. Able to give extremely personalized service without sacrificing ability to help co workers as needed. Always on the lookout to complete other tasks in order to ensure every single team member is able to succeed in providing the best experience for guests.

# Skills

* Guest Engagement
* Exceptional customer service
* Service Prioritization
* Team player

# Experience

## September 2024- PRESENT

### OUTPOST kitchen, Costa Mesa *- Bartender*

* Reduced wait times for drinks by efficiently managing the bar area and prioritizing orders
* Efficiently open/close the bar according to established procedures, ensuring preparedness for each shift
* Developed new cocktails and mimosa flights to support bar
* Maintained and operated espresso machines,blenders, and other equipment

## December 2023- August 2024

### King's Fish House, Laguna Hills *- Server*

* Cultivated warm relationships with regular customers
* Set positive tone for entire dining experience as first point of contact for incoming guests
* Answered customers questions, recommended items, and recorded order information
* Upsold high-profit items to enhance sale items

## January 2022- December 2023

### Dave and Busters, Irvine *- Server*

* Supervised set up of banquet food stations and coordinated service to dining areas
* Monitored patrons for alcohol intake to appropriate levels and took measures to curtail inappropriate behavior