

# ANGELIQUE CHARBONNET

Dallas TX

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## PROFESSIONAL SUMMARY

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Bubbly Bottle/ Waitress well-versed in interacting with customers and taking orders, providing bills and collecting payments and clearing and cleaning tables. Energetic and vivacious individual with 8 years of experience serving food items and alcoholic beverages to nightclub and bar patrons. In-depth knowledge of beer and liquor brands and cocktail recipes.

## SKILLS

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- Guest Satisfaction
- Customer Interaction
- Persuasive Selling
- Bottle Sales
- High-Volume Dining
- Transactions and Cash Handling
- Warm and Friendly
- Safe Food Handling
- Daily Specials Memorization

## WORK HISTORY

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05/2024 to Current    **Server / Bottle Server**  
**Happiest Hour** – Dallas, TX

- Enhanced customer satisfaction by promptly attending to their needs and providing personalized service.
- Addressed customer complaints or concerns professionally, ensuring swift resolution and maintaining positive relationships.
- Collaborated with team members during busy shifts for efficient workflow and excellent guest service
- Cultivated warm relationships with regular customers.

01/2024 to 08/2024    **Server**  
**Thirsty Lion Gastropub** – Irving, TX

- Enhanced customer satisfaction by promptly attending to their needs and providing personalized service.
- Maximized table turnover rate by efficiently managing reservations and seating arrangements.
- Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality.
- Supported colleagues during peak hours, fostering a collaborative work environment that enhanced overall productivity levels.

10/2023 to 01/2024    **Cocktail Server**  
**The Henry** – Dallas, TX

- Increased repeat clientele by building rapport with patrons and anticipating their preferences.
- Managed cash transactions accurately, ensuring proper handling of payments and tips.
- Demonstrated flexibility in scheduling availability, working various shifts including weekends, holidays, and late nights based on business needs.
- Maintained a clean and organized bar area for optimal efficiency during busy shifts.

11/2022 to 09/2023 **Cocktail Server / Bottle Server**

**Jing Lounge – Las Vegas, NV**

- Enhanced customer experience by providing exceptional bottle service and attending to their needs promptly.
- Increased overall sales by upselling premium bottles, mixers, and additional services.
- Managed guest reservations efficiently, ensuring proper seating arrangements for VIP clients.
- Mastered menu knowledge, allowing for accurate order-taking and speedy service.

12/2021 to 10/2022 **Cocktail Server/ Bottle Server**

**Spearmint Rhino Gentlemen's Club – Las Vegas, NV**

- Implemented creative presentation techniques for bottle displays, enhancing the overall visual appeal of the venue.
- Handled high-pressure situations with poise, maintaining professionalism during peak hours or special events.
- Built strong relationships with returning clientele, fostering loyalty and positive word-of-mouth referrals.
- Worked closely with DJs and entertainers to create a lively atmosphere that encouraged guests to spend more time at the venue.

06/2021 to 12/2021 **Cocktail Server**

**Money Baby Sports Lounge – Las Vegas, NV**

- Collaborated with bartenders to ensure timely preparation of drinks for efficient service.
- Provided attentive service, regularly checking in on guests to ensure their needs were met.
- Contributed to team success by assisting co-workers during high-volume periods as needed.
- Boosted beverage sales through strategic upselling techniques and promoting daily specials.

05/2020 to 06/2021 **Cocktail Server**

**Circa Casino & Hotel – Las Vegas, NV**

- Served alcoholic and non-alcoholic beverages in bar environment.
- Assisted with bartending duties during high-volume shifts.

- Greeted new customers, discussed specials, and took drink orders.
- Built solid rapport with many frequent patrons to cultivate guest loyalty.

04/2018 to 02/2020 **Cocktail Server**

**Alibi Ultra Lounge** – Las Vegas, NV

- Determined customer preferences to suggest appropriate cocktails and increase sales.
- Anticipated guest needs and provided proactive service
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Maintained clean and organized bar area.

08/2015 to 04/2018 **Server**

**Tilted Kilt Pub & Eatery** – Las Vegas, NV

- Served food and beverages promptly with focused attention to customer needs.
- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Cultivated warm relationships with regular customers.
- Maintained clean and organized dining areas to uphold restaurant hygiene standards.

07/2013 to 09/2015 **Hostess / Server**

**Hooters Casino Hotel Las Vegas** – Las Vegas, NV

- Greeted customers warmly upon arrival and provided friendly and warm presence throughout dining experience.
- Supported servers, food runners, and bussers with keeping dining area ready for every guest.
- Trained new hostesses on customer service best practices and restaurant policies to maintain high standards of service.
- Worked with front of house staff to move tables and adjust seating to accommodate groups with special requests.

## EDUCATION

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**Green Valley High School** - Henderson, NV