

# Chasiti Robinson

Minneapolis, MN

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Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Bartender/Server**

Deleware North Sports Service - Minneapolis, MN - August 2014 to Present

#### Responsibilities

Responsible for preparing and serving drinks to customers. Able to mix and match ingredients in order to create classic and innovative drinks in accordance with customers' needs and expectations. Interact with customers, take orders for drinks and snacks. Plan and present bar menu. Serve snacks and drinks to the customer. Check identification of the guest to make sure they meet age requirements for purchase of alcohol and tobacco products. Mix ingredients to prepare cocktails and other drinks. Mix drinks, cocktails and other bar beverages as ordered and in compliance with the target center's standard drink recipes.

#### Skills Used

I have the ability to sell or influence others for up selling and suggestive selling. I can provide recommendations and suggestions to guest for choosing drinks and snacks. I serve all customers in a friendly and helpful manner. I provide guidance to guests on target center activities, dining options and general downtown and Regional information. I am able to determine when a customer has had too much alcohol and if required refusing any further serving on a polite way. I demonstrate a thorough knowledge of food and beverage products, menus and Promotions.

### **Server and Hostess**

Hooters franchise - Minneapolis, MN - January 2013 to April 2014

#### Responsibilities

Experienced and professional Fine Dining Hostess with great knowledge and understanding of the high-end dining experience. Great skills at reservations scheduling and planning seating arrangements. Over ten years of Fine Dining Hostess experience in the top exclusive restaurants.

#### Accomplishments

Outstanding ability delivering professional customer service

Outgoing and friendly personality and demeanor

Skilled Reservations scheduling

Great interpersonal and communication skills

Extensive knowledge of the fine dining industry

Skilled handling of customer complaints

#### Skills Used

Greeted customers, checked reservations and seated them.

Ensured guests had water and informed them of their server's name.

Assisted servers with counting tallies at shift end.

Handled customer complaints with good listening skills and working with management.

Thanked guests and invited them to return.

## **Cashier/Sales Floor**

TARGET - Minneapolis, MN - March 2013 to November 2013

### Responsibilities

self motivated individual with a proven track record in successfully performing a busy retail cashier function. Handles a diverse customer base, resolves customer problems and accurately processes a high volume of transactions on a daily basis. Known for a strong work ethic, excellent communication skills and the ability to deliver a high quality service.

### Accomplishments

help customers in person and telephonically  
deal with customer inquiries and complaints  
process sales and payments  
issue refunds and credits  
process returns and exchanges  
balance sales and receipts  
maintain records of all transactions  
wrap merchandise  
monitor inventory  
assist with product display and pricing

### EDUCATION

#### **diploma**

Thomas Edison

### ADDITIONAL INFORMATION

I currently work for the target center as a bartender/server on event nights. Also at Dave and busters in Edina. I am looking to replace the dave and buster job.