

Jamie Himes

Hospitality Specialist

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(530) 412-2701

Work Experience

Lead Server

La Casa Sena

August 2018 to August 2019

Server la casa sena aug 2018- aug 2019

Consistently achieved the highest guest check averages among all full-time servers through suggestive selling. Informally recognized as Lead Server with responsibility for mentoring new servers. Frequently assisted colleagues during rush periods to promote teamwork while providing exceptional service and guest dining experience

Server Four Seasons Resort Santa Fe Aug 2017- Aug 2018

Employee of the month. Exceptional food and wine knowledge. Provided high quality service. Assessed customers needs and provided assistance and information based on their requests.

Bartender

The Ritz Carlton Lake Tahoe

November 2015 to June 2017

Rotated between two bars; The Living Room, and BBQ Backyard and Grille. Describe and explain menu and cocktail items. Provided the finest personal service to our guest to enliven their senses, and fulfil their needs. Build strong relationships and create Ritz-Carlton guest for life.

Bartender

Hyatt Regency Lake Tahoe

July 2015 to November 2015

Quickly mix a variety of simple and complex cocktails, garnishing and then serving drinks based on customers' needs. Maintain stock levels to prevent shortages of critical items. Knowledgeable in meeting, anticipating, and later providing high quality services to guest. Welcoming and caring attitude towards customer service.

Bartender Lakeside

Hyatt Regency Lake Tahoe

June 2014 to September 2014

Rotated between three bars; pier, pool, and beach. Provided fast service for cocktail waiters and bar guest. Responsibilities included; ordering liquor and supplies, prepping bar, setting up and breaking down all bars with high standards for success.

Manager & Bartender

Caliente

May 2013 to June 2014

Conducted daily pre-shift and weekly department meetings to ensure efficiency. Scheduled and directed staff in daily work assignments to maximize productivity. Efficiently resolved problems or concerns to the satisfaction of all involved parties. Developed and maintained exceptional customer service standards.

Bartender

The Grid Bar and Grill
July 2010 to May 2013

Provided prompt, efficient, friendly, and quality service at all times. Consistently kept bar and work areas clean and sanitary in compliance with bar standards in local, state, and federal laws. Strictly aided by all state liquor regulations, particularly in regards to intoxicated persons and minors. Effectively handled customer complaints and special request. Accurately and quickly calculated checks and made change.

Education

Bachelors of integrative studies in integrative studies

Sierra Nevada College
May 2014

Associates of Arts

Pulaski Technical College
2009

Skills

- Multitasking
- Team building

Certifications and Licenses

Food Handler

Additional Information

Skills & Abilities

Independent worker
Creative and critical thinking skills
Strong leader
Ability to create customized experiences
Multitasking and handling multiple priorities
Team building
Strong customer relationship builder