

Vanessa Gama

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Experienced Server and Bartender bringing enthusiasm, dedication and an exceptional work ethic. Trained in customer service. High energy and outgoing with a dedication to positive guest relations. High volume dining and bartending, customer service, and cash handling background. Looking to grow with your team.

Work Experience

Bartender

Impact Club (Anaheim Ducks all Inclusive high profile members) Honda Center - Anaheim, CA
February 2022 to Present

- Constantly read elite IMPACT CLUB membership members and look for opportunities to sell without over serving. We'll also making sure that our elite high profile guest receives and experiences a enjoyable, exciting, exceptional experience well they have the opportunity to experience the memorable experiences with Anaheim Ducks well they walk through the Impact club .
- Worked very high volume and high stress regularly in loud environment
- guest service expectations, safety procedures, proper food handling, and restaurant protocols.
- Developed excellent customer relations resulting in returning guests.
- Maintained a clean and organized work area
- Regularly attend to a bar top of 60 seats alone and still took care of the service well while keeping composure.
- Serve wine, bottled or draft beer, liquor, and mixed drinks.

Bar Manager/bartender

Blarney Stones Bar - Fountain Valley, CA
January 2018 to April 2023

- Deliver steps of service according to company standards
- Make new relationships with regulars to create regular business
- Set up/Break down restaurant and bar depending in in time (always either open or close)
- Constantly polish up on Tequila and Mezcal knowledge

Bartender

Renaissance Newport Beach Hotel - Newport Beach, CA
May 2022 to November 2022

- Deliver steps of service according to company standards
- Make new relationships with regulars to create regular business
- Set up/Break down restaurant and bar depending in in time (always either open or close)

Bartender/Server (Brewgenius Certified)

Barley Casino and Brewing company - Las Vegas, NV
August 2016 to December 2018

- Follow steps of service
- Constantly look for opportunities to upsell
- Read guests and adjust service as needed

Bartender

Aria Hotel Vegas and Omnia Nightclub - Las Vegas, NV

November 2015 to April 2017

- Maintain clean and organized work area
- Constantly read guests and look for opportunities to sell without over serving.
- Worked very high volume and high stress regularly in loud environment.

Bartender /Bartender-manger & Trainer/Server- Sever Trainer

Hakkasan - Las Vegas, NV

July 2013 to December 2016

- Train new waiters and floor staff on guest service expectations, safety procedures, proper food handling, and restaurant protocols.
- Developed excellent customer relations resulting in returning guests.
- Maintained a clean and organized work area
- Regularly attend to a bar top of 30 seats alone and still took care of the service well while keeping composure.
- Serve wine, bottled or draft beer, liquor, and mixed drinks.

Server and Bar Manger /Bartender

Green Valley Ranch hotel & Casnio - Las Vegas, NV

January 2016 to January 2016

- Deliver exceptional service to the guest.
- Up sell on current specials and features for the week or month.

Assistant General Manager

Education

Business administration

University of Cal poly Pomona - Pomona, CA, US

September 2001 to June 2005

Skills

- Cleaning Experience
- Office Management
- Guest Services
- Financial Report Writing
- Works well under pressure.
- Restaurant Experience
- Hospitality
- Exceptional interpersonal skills.

- Bartending
- POS
- Pricing
- Point of Sale (POS) system.
- Highly responsible and reliable. Authorized to work in the US for any employer
- Restaurant Management
- Merchandising
- Food Preparation
- Host/Hostess
- Banquet Experience
- Food Service
- Payroll
- Upselling
- Trained in liquor, wine, and food service.
- Food Handling
- Accounts Receivable
- Recruiting
- Supervising experience
- Microsoft Office
- Kitchen Management Experience
- Guest Relations Experience
- Budgeting
- Cash Handling
- Serving Experience
- Management
- Accounting
- Catering
- Busser
- Cooking
- Food Safety
- Labor Cost Analysis
- Retail Sales
- QuickBooks

Certifications and Licenses

Food Handler Certification

ABC Certification

Rbs certification

TIPS certification

Bartender License