

Kiki Holmes

Laguna Beach, CA | (949)-690-8005 | kikimholmes1202@gmail.com

OBJECTIVE

To find a position in a professional environment that allows me to utilize my skills and talents while challenging me to grow. I have a passion for people, building relationships, and ensuring customer satisfaction.

SKILLS

- Quick and rational problem solver
- Multi- tasking and organization
- Able to work under pressure
- Flexible and reliable
- Outgoing, friendly, and personable
- Excellent comprehension and retention

EXPERIENCE

General Manager, *Laguna Beach Beer Company*, Laguna Beach, CA

MAR '19 - Present

- Started as Part Time bartender, promoted to Lead Bartender, promoted again to Assistant Manager then finally promoted to General Manager
- Provides superior service and customer care
- Responds to customers' complaints in an efficient manner with sensitivity and care
- Handle Scheduling, Beer Ordering, and Inventory
- Nominated for Service Excellence Award for the city of Laguna Beach by one of the owners
- Created an Events Coordinator Position coordinating events such as Baby showers, Engagement Parties, Wedding Rehearsals etc.
- Interviews, selects, and trains new employees
- Build Impactful relationships with new and returning customers
- Oversees day-to-day operations
- Initiates marketing and brand promotions
- Manages the performance of team members and provides feedback to improve productivity

Server, *Tustin Brewing Company*, Tustin, CA

JUN '18 - MAR '19

- On average manages 7-10 tables
- Efficient and timely server
- Built regular clientele
- Newest server hired but given priority shifts based on performance
- Collaborate with other restaurant servers and kitchen/bar staff
- Deal with complaints or problems with a positive attitude
- Welcoming and sitting diners comfortably in the dining section
- Taking customers' food and drink orders
- Memorizing the menu and recommend appetizers, meals and drinks from restaurant
- Delivering a memorable dining experience by resolving all customer issues promptly
- Assisting with the tidying of tables, clearing leftovers and keeping the dining area neat and pleasant
- Setting tables and rearranging the dining area to accommodate larger groups and prepare the restaurant for special events

Server, Nordstrom Cafe Bistro, Newport Beach

SEP '14 - JUN '18

- Hostess promoted to server after one year
- Providing friendly and outstanding service to customers
- Won several upsell contests
- Team player
- Quick to adapt to changing work environment
- Memorizing the menu and recommend appetizers, meals and drinks from restaurant
- Assisting with the tidying of tables, clearing leftovers and keeping the dining area neat and pleasant
- Hit yearly sales goals and rewarded with bonus

EDUCATION

High School Diploma, *El Toro High School*, Lake Forest CA