|  |  |  |
| --- | --- | --- |
|  |  | Felicia Glasper  Service |
| Profile 22 years of high-energy, hands-on experience in the service industry while bringing forth a positive attitude and the desire to serve and assist with dedication. Enthusiastic and experienced in customer service with a true passion of creating an unforgettable atmosphere during every interaction.  As a seasoned server in many high-volume restaurants, I am excited about the prospect of bringing my specialized skill set to your amazing Stadium. Contact PHONE:  715-827-0952  EMAIL:  gladlyaglasper@gmail.com Certifications  * ServSafe * Liquor License * Food Handlers   **VOLUNTEER WORK**   * Out of the Darkness * Worldventures Foundation * Second Harvest Food Bank * Upnorth Music Festival * Country USA * Rockfest * Electric Forest   **POS SYSTEMS**   * Aloha * DASH * Micros * Toast |  | EDUCATIONMadison College 2015-2019------- High Honors- Dean’s List-  Associate degree in applied arts- Meeting and Event Management  Small Business Entrepreneurship Degree WORK EXPERIENCEHosted and Toasted Cannabis Catering Jan 2020– Present Run Private Cannabis Dinner events and Run Vendor and information booths selling my products at farmers markets and events around ChicagoTeatro Zinzanni – FOH Service Lead June 2019 – March 2020  Created and Ran Server, Bartender and Cocktailers programs daily in 300 person Speigeltent while in costume Mon Ami Gabi - Lead Server and Trainer August 2017–September 2018  Provided exemplary service to high-end clientele while creating a fine-dining experience in a well-known French Bistro  Specialized in repeat customer cultivation and top sales Rare Steakhouse - Lead Bartender and Cocktail Server September 2014– September 2015  Demonstrated the ability to multitask at a fast pace while dealing with various situations and individuals with over 1,000 customers weekly Liliana’s New Orleans- Restaurant Manager & Special Events Coordinator January 2010- July 2015  Managed a team of 25 Front of House employees  Created all staff schedules, hiring and training and inventory  Successfully coordinated all holidays and special events Madison Mallards Baseball Stadium Minor League 2006-2009  Top Selling Suite Server for 3 seasons   * Attention to Detail with Memorization * Adept Problem Solver and Solution Creator * Extensive Wine, Craft Beer and Liquor Knowledge |