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|  |  | Felicia GlasperService  |
| Profile22 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.ContactPHONE:715-827-0952EMAIL:gladlyaglasper@gmail.comCertifications * 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 College2015-2019------- High Honors- Dean’s List- Associate degree in applied arts- Meeting and Event ManagementSmall Business Entrepreneurship Degree WORK EXPERIENCEHosted and Toasted Cannabis CateringJan 2020– PresentRun Private Cannabis Dinner events and Run Vendor and information booths selling my products at farmers markets and events around ChicagoTeatro Zinzanni – FOH Service LeadJune 2019 – March 2020Created and Ran Server, Bartender and Cocktailers programs daily in 300 person Speigeltent while in costumeMon Ami Gabi - Lead Server and TrainerAugust 2017–September 2018Provided exemplary service to high-end clientele while creating a fine-dining experience in a well-known French BistroSpecialized in repeat customer cultivation and top salesRare Steakhouse - Lead Bartender and Cocktail ServerSeptember 2014– September 2015Demonstrated 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 CoordinatorJanuary 2010- July 2015Managed a team of 25 Front of House employees Created all staff schedules, hiring and training and inventorySuccessfully coordinated all holidays and special eventsMadison Mallards Baseball Stadium Minor League2006-2009Top Selling Suite Server for 3 seasons * Attention to Detail with Memorization
* Adept Problem Solver and Solution Creator
* Extensive Wine, Craft Beer and Liquor Knowledge
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