

Don Kenneth Mason

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OVERVIEW

I am a customer-service oriented food service professional with bartending, serving, food-running, hosting and management experience in a high-volume, multi-million dollar revenue restaurant. I have excellent interpersonal and leadership skills. I work well with others. I am extremely organized, efficient and adept at solving both customer-related and employee-related problems. I have been studying Spanish for two years and possess a working knowledge of the language.

EXPERIENCE

April 2012 – Present Paddy's Bar & Grill Portland, OR

Bartender, Paddy's Bar & Grill

- Prepare drinks for multiple guests at a time.
- Supervise the cocktail servers and resolve customer-related complaints.
- Keep a daily log of any alcohol-related incidents.

December 2002 – March 2012 Clyde's Rockville, MD

Bartender, Tower Oaks Lodge (2010-2012)

- Maintain standards of service for multiple guests at a time
- Prepare drinks for guests of wait staff
- Settle end-of-shift accounts for wait staff as well as other bartenders

Head Food Runner, Tower Oaks Lodge (2004 - 2011)

- Delivery of food to all tables in the restaurant
- Assist wait staff in service of guests
- Prep items and set up line in a timely manner for lunch and dinner rush
- Train all other food runners and wait staff on kitchen policies
- Created the restaurant training manual for food runners
- Employee-of-the-month Award (July 2005)

Server, Tower Oaks Lodge (2005 – 2011)

- Shift leader. Responsible for training new employees and ensuring smooth flow of busy shifts
- Responsible for closing shifts and timely management of multiple-table sections
- Multiple "Outstanding Customer Service" commendations

CERTIFICATIONS

2005 – Present	T.I.P.S. Certified	Washington, DC
2012 – Present	Food Handler's Card	Portland, OR
2012 – Present	OLCC License	Portland, OR