

HANNAH CALLISON

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Seattle, WA, 98133

PROFILE Highly organized student seeking a position to utilize her workforce experience in a motivating environment. Very eager to grow and learn, especially in a field driven by passionate, knowledgeable professionals.

EXPERIENCE

TASTING ROOM SUPERVISOR, QUILT AND CO TASTING ROOM — March 2021- August 2021

- Set-up and host wine tastings and experiences for guests
- Open, close and operate cash registers and POS systems
- Sell wine, merchandise and wine club memberships to meet or exceed monthly sales targets
- Continue to stay passionate about wine and maintain a desire to become more knowledgeable about different wines and labels
- Educate guests about wine and current releases
- Display a positive attitude with teammates and customers at all times
- Deliver focused and sincere guest experiences with confidence and enthusiasm
- Manage team productivity and employee morale
- Manage financial and safe reconciliation
- Place weekly stock orders to make sure the tasting room has enough wine to sell, without overwhelming the storage space

FLOOR MANAGER, THE CHARTER OAK RESTAURANT — May 2017- February 2021 I worked through all of the front of the house positions. I started as a hostess, then shortly became a food runner, expeditor, server, bartender, and eventually a floor manager. The Charter Oak is a fast-paced work environment that demands adaptability and creativity. I am adaptable and willing to help where it's needed, and I am skilled at organizing and coordinating multiple activities.

- Bartending experience, 2 years
- Organizing break schedules
- End of day financials
- Safe reconciliation
- One on one performance discussions with employees
- Monitoring overtime and break violations to reduce them
- Maintaining and achieving higher service standards by actively working with the team during service,
- Building the training schedules and proficiency exams
- Developing standard operating procedures for all front of the house roles
- Experience with high profile clientele and assumed discretion.

Barista, Starbucks Coffee Company; Napa, CA — July 2013 - May 2017 Barista trainer. Familiar with purchasing and purchase order systems. Adept at customer service. Worked efficiently within a team environment and ensured timely, quality deliverables.

EDUCATION

Arizona State University; Online — BS in Biological Sciences, In Progress

Sonoma State University; Rohnert Park, CA — BS in Biochemistry, Lab

Napa Valley Community College; Napa, CA — General Education, 2014

New Technology High School; Napa, CA — High School Diploma, 2013

SKILLS

Science — Nuclear Magnetic Resonance (NMR) technology, and Infrared (IR) technology, Distillation, Data Recording and Tracking, Problem Solving, Organic Chemistry, Scientific Method, Lab Safety

Professionalism — Organized, Reliable, Discreet, Punctual, Dependable, Dedicated, Adaptable, Analytical

Tools - MS Word, Excel, PowerPoint, Tock Reservations, Commerce 7, Open Table, Toast, Aloha

Hospitality — Cooperative Team Player, High Standards for Customer Service, Bartending, Wine Education, Good Communication Skills, Adept at Multitasking, High level of Cultural Awareness, Flexible

REFERENCES Available upon request