

# Jessica M. Hunt

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## Professional Profile

- Expert level hospitality specialist with 10+ years experience in various FOH positions including server, bartender, supervisor, and general manager.
- Passionate and enthusiastic customer service professional who thrives working in a fast paced, large team environment.
- Passed Ramp certification with a score of 97%, ensuring responsible service and sale of alcohol.
- Comprehensive knowledge of POS systems including MICROS, OpenTable, Aloha, Dinerware, and Harbortouch.
- Proven ability to suggestively sell food and beverage product with sales totalling \$1000+ per shift.
- Adept at resolving guest issues while providing prompt, efficient, and amicable service during busy times.
- Extensive knowledge of liquor, wine, beer, and cuisine to help guide guests during their dining experience.
- Received recognition from management for having a positive impact on guest satisfaction surveys for 2 different luxury hotel brands.

## Relevant Experience

Hyatt at the Bellevue-Restaurant XIX

Server/Philadelphia, PA/January 2017-Present

- Communicate effectively with management and team members to provide seamless service.
- Engage with bar guests and provide outstanding service in order to cultivate a loyal clientele.
- Utilize extensive knowledge of craft cocktails, specialty liquors, wine and beer to serve guests and assist waitstaff.

Starr Catering Group-Granite Hill

Supervisor/Philadelphia, PA/May 2016-April 2017

- Promoted from host to supervisor within 1 month of employment.
- Directed staff of 20+ team members in 2 cafeterias, 1 full service restaurant, and a weekly pop up restaurant.

Cafe Ynez

General Manager/Philadelphia, PA/November 2016-February 2017

- Maintained organization and cleanliness of restaurant by properly delegating responsibility amongst staff.
- Balanced cash drawers and verified server checkouts to uphold accurate daily records of business finances.

Loews Hotel-Bank & Bourbon

Lounger Server/Philadelphia, PA/ September 2013-July 2015

- Provided excellent service to all hotel and restaurant guests in accordance with high corporate standards.
- Assisted in upscale private dining events for parties of 200+ people to ensure guest satisfaction and return business.

## Education

Community College of Philadelphia, Hospitality Management/Spring 2012

Temple University, Liberal Arts/Spring 2008-Fall 2010