

Jon Michael Thomas

Server/Bartender

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(682) 888-9291

Houston, TX

Experienced server and bartender skilled in managing high-profile clientele and enhancing customer experiences, with expertise in mixology and food safety standards

WORK EXPERIENCE

Pappadeaux's Seafood Kitchen - Server

April 2022 - December 2023

Arlington, TX

- Served 50+ customers per shift in a high end seafood restaurant
- Managed multiple tables including larger gatherings such as banquets serving to high profile clientele
- Ensured diners had a memorable and positive experience through the delivery of prompt service with an uplifting attitude
- Provided accurate food and drink recommendations based on diner interest increasing up-sell rate by 22%

Pluckers Wing and Bar - Server, Host

June 2020 - February 2021

Arlington, TX

- Served customers in a fast-paced environment known for its casual dining experience.
- Resolved guest concerns professionally to maintain customer satisfaction
- Monitored tables for refills, sauce requests, and guest satisfaction throughout the meal
- Took and customized wing orders (quantity, sauce split, all-flats/all-drums, sides, and dips) with accuracy

Texas Roadhouse - To-Go Host

September 2019 - January 2020

Mansfield, TX

- Took accurate orders for hand-cut steaks, ribs, and made-from-scratch sides, ensuring correct temperatures and modifications
- Worked closely with grill, expo, and food runners to maintain speed and order accuracy
- Managed large parties, celebrations, and split checks efficiently

EDUCATION

University of Houston - Bachelor of Science, Computer Science

August 2024 - current

Houston, TX

Awards

- NSCS member
- Academic Excellence Scholarship Recipient
- CoogRadio member
- CodeCoog member

Relevant courses

- Completed a comprehensive bartending program at a renowned school in Houston Texas
- Gained hands-on experience working in a simulated bar environment
- Mastering drink and cocktail preparation, presentation, and customer service skills.

SKILLS

- Strong communication skills
- Mixology
- Food Safety Standards
- Teamwork