

TRACE MCGRAW

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PROFESSIONAL SUMMARY

Focused employee successful at multi-tasking and delivering prompt and friendly service to all customers. Maintains a positive attitude and a great sense of humor during peak hours.

SKILLS

- Quick problem solver
- Thrives in fast-paced environment
- Courteous, professional demeanor
- Committed team player
- Guest relations professional
- ServSafe certification
- Organized and efficient server
- Self-motivated
- Strong verbal communication
- Data management
- Up-selling capability

WORK HISTORY

SEPTEMBER 2016-JANUARY 2017

Bartender | Spectrum Catering | Indianapolis, IN

My position at Spectrum Catering was to server drinks and handle P.O.S. transactions. I was required to be certified and up to date with state licences.

- Greeted guests in a timely and professional manner.
- Waited on multiple customers at the bar and throughout the bar area.
- Received beverage orders from wait staff and delivered beverages to guests.
- Maintained full knowledge of beverage lists and promotions.
- Enthusiastically and appealingly described food and drink specials to guests.
- Poured drinks using standard pour according to specifications.
- Managed strict beverage control to minimize waste.

- Set up glassware and liquor prior to events.
- Ensured liquor was secured at the end of shifts.
- Processed orders on a computerized Point of Sale system.
- Upheld strict cash handling procedures.
- Managed bar revenues, ensuring that all patrons were billed and all cash properly accounted for.
- Verified that guests at the bar were of legal age.
- Refused service to intoxicated guests.
- Adhered to state laws regarding alcoholic beverage service.
- Closed out cash register and prepared cashier report.
- 8 years customer service experience.

JANUARY 2017-JULY 2017

YMCA Membership | YMCA at the Athenaeum | Indianapolis, IN

At the YMCA, I worked in with memberships assistance. My duties were to greet guests, and to answer questions and concerns with membership.

- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Asked open-ended questions to assess customer needs.
- Learned, referenced and applied product knowledge information.
- Folded and arranged garments in attractive displays.
- Communicated all store initiatives and promotions to customers to generate return business.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Maintained cleanliness and presentation of stock room and production floor.
- Organized store merchandise racks by size, style and color to promote visually appealing environment.
- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Politely assisted customers in person and via telephone.

MAY 2017-AUGUST 2017

Server | Metro Nightclub & Restaurant | Indianapolis, IN

My position at Metro was to serve drinks and handle P.O.S. transactions. I was required to be certified and up to date with state licenses.

- Skillfully promoted items on beverage lists and restaurant specials.
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Routinely supported other areas of the restaurant as requested, including answering

telephones and completing financial transactions for other staff.

- Provided friendly and attentive service.
- Demonstrated genuine hospitality while greeting and establishing rapport with guests.
- Inventoried and restocked items throughout day.
- Relayed orders to bar and kitchen by quickly and accurately recording guest selections and keying them into the register.
- Resolved guest complaints quickly and efficiently.
- Received frequent customer compliments for going above and beyond normal duties.

AUGUST 2017-CURRENT

Server | Hyatt Regency Indianapolis | Indianapolis, IN

My position at the Hyatt Regency was to serve food, drinks, and handle P.O.S. transactions. I was required to be certified and up to date with state licences.

- Consistently provided professional, friendly and engaging service.
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff.
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
- Proactively prepared for large parties and reservations, anticipating planning and staffing needs.
- Moved and arranged tables, chairs and place settings and organized seating for groups with special needs.
- Carefully pulled out guest chairs, placed clean and current menus in front of guests and recorded accurate drink orders.
- Continually monitored dining rooms for seating availability, service, safety and well-being of guests.

EDUCATION

Software Development: Javascript and other coding languages

Ivy Tech Community College Bookstore, Indianapolis, IN