

Monique Tenes

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OBJECTIVES

To seek a position within a reputable company allowing me to contribute to company goals within a team environment while providing exceptional customer service and building a strong clientele.

EXPERIENCE

The Lodge- **Cocktail Server/Bartender**, November 2018- June 2019

- Gaming Bartender
- Opening Staff
- Train new servers
- Serve food and mix beverages for bar patrons
- Complete knowledge of all menu items including specialty/craft cocktails
- Gaming payouts/keep gaming and cash drawers balanced
- Monitor gamer play and comp availabilities
- Keep comps to a minimum percentage
- Cleaning and restocking duties

Caesars Palace-**Lounge Server** December 2017-November 2018

- Provide unparalleled service to 7star guests as well as the Caesars Entertainment executives
- High Volume atmosphere
- Extensive knowledge of high end whiskeys and scotches from around the world
- Keep up to date knowledge about the craft cocktail menu
- Light food service
- Provide an exceptional bottle service experience
- Opening and closing duties

Caesars Entertainment-**Special Events**, April 2017-December 2017

- Work closely with casino hosts and VIP 7 Star guests
- Help facilitate the smooth operation of slot tournaments, blackjack tournaments, holiday events and other events/promotions hosted by the Special Events department
- Assist with gift distribution
- Assist with registration for casino invited guests to special events

MGM Resorts International-Monte Carlo, **Pool Cocktail Server** May 2016-October 2016

- Take food and beverage orders using a Microsoft Tablet
- Provide above average service to daybed and seating set guests
- Upsell food and beverage minimums
- Promote weekly beer and liquor specials
- Closing cleaning and restocking duties

MGM Resorts International-Mandalay Bay, Eye Candy **Lounge Server** January 2014-May 2016

- Provide an exceptional bottle service experience to VIP guests
- Upsell beverage minimums
- Be attentive and prompt in taking beverage orders
- Ring in orders and close out checks using the Infogenesis system
- Perform all opening and closing sidework

Caesar's Entertainment- Rio Casino, **Pool Cocktail Server**, February 2013-October 2013

- Book cabana and daybed rentals
- Take guests food and beverage orders in a timely and attentive manner
- Upsell cabana and daybed minimums
- Provide an exceptional VIP experience to cabana and daybed guests
- Opening and closing sidework

Education

The University of Northern Colorado