Toni McCall

Clearwater, FL
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Extensive Experience in the Restaurant Industry for over 10+ years in both Serving and Bartending.

Dedicated and educated in the field with a stellar work ethic. Continuously Striving to find new ways to perfect my craft and always looking for opportunities to improve, develop and re-develop my skill set.

Authorized to work in the US for any employer

Work Experience

Bartender/Server

Joe's Crab Shack-Clearwater, FL
February 2024 to Present

Open/Close Bar. Open/Close Restaurant. Suggestive Selling, Promotions, Menu Tours, Aloha POS,

Giftcards, Landry’s Select Program, Accurately and Efficiently Enter and Deliver Orders while maintaining rhythm in a fast paced environment.

Server

Cody's Original Roadhouse-Belleair Bluffs, FL
January 2024 to Present

Opening/Closing, Aloha P.O.S, taking orders accurately while suggestive selling, upselling, menu tours, liquor/beer/wine suggestions, promotions/specials, cash handling and credit/giftcard transactions, sidework, running sidework, food running, keeping tables well manicured and pre-bussed etc etc..

Server

Salt Rock Tavern-Oldsmar, FL
June 2023 to January 2024

Money Handling and Accurate Order taking. Able to give a menu tour and help with suggestive selling and upselling. Extensive Menu knowledge including but not limited to portion sizes, ingredients, allergens.

To thrive in a fast paced, detail oriented atmosphere while always representing the concept in the best light. To go above and beyond with emphasis on guest satisfaction and a exemplary dining experience.

Server/Bartender

Old Town Tortilla Factory-Scottsdale, AZ
January 2023 to June 2023

All serving duties as well as catering and banquet as well. With emphasis on excellent service coordination, timing, multi-tasking, menu tour, upselling and delivering a exceptional dining experience to each guest.

Server

Wally’s Gastropub-Scottsdale, AZ
September 2022 to January 2023

- Opening and Closing Duties
- Handling of High Volume of Guests in a fast paced environment
- Aloha/ POS System Navigation

• Money Handling
• Successful delivery of Promotions and the upselling of features and menu items

Server
Outback Steakhouse-Paradise Valley, AZ
December 2021 to September 2022

Have attained recognition for accomplishments pertaining to my performance in relation to guest satisfaction, sales/promotions execution and team contribution and leadership.

Bartender/Server/Assistant Manager
DILLA LIBRE-Scottsdale, AZ
November 2020 to December 2021

Solo Shift Runner

Run all aspects of the FOH during shift. Open/Close, Register, Takeout, Phones, Prepared all Cocktails/ Beer/Wine.

Inventory, Promotions, Food-Truck.

TOAST POS SYSTEM

Bartender
Sun Lakes Country Club-Chandler, AZ
November 2019 to March 2020

Managed bar inventory, restocked supplies and placed orders for spirits, beer, wines and mixers

Upsold daily specials and beverage promotions to exceed daily sales goals

Applied excellent organizational and multitasking abilities to handle simultaneous customer, team and business needs while avoiding unnecessary delays or errors

Managed accurate register and produced daily sales reports backing up inventory usage numbers

Bartender
The Angry Crab Shack-Ahwatukee, AZ
July 2019 to November 2019

Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands

Maintained secure cash drawers, promptly resolving discrepancies for accuracy

Took customer orders and capitalized on opportunities to sell special beverage and food options

Server
The Cheesecake Factory-Chandler, AZ
April 2016 to November 2017

Worked with POS system to place orders, manage bills. Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously

Collected credit card, cash and gift certificate payments from customers and made proper change for cash transactions

Education

Associate in English
Penn State University - State College - PA
August 1996 to June 2000

Fair Acres - Lima, PA

Skills

- Excellent Responsible alcohol service Ordering bar supplies Changing beer kegs Menu memorization Classic cocktails Highly reliable Attending multiple customers Clear and effective communication Aloha POS Inventory
- Bartending
- Serving Experience
- POS
- Upselling
- Micros POS
- Host/Hostess
- Writing Skills
- Banquet Experience
- Microsoft Powerpoint
- Microsoft Word (3 years)
- Wpm 55 (10+ years)
- Leadership
- Administrative experience
- Customer service
- Restaurant Experience
- Food Service
- Labor Cost Analysis
- Event Planning
- Restaurant Management
- Various FOH Positions Held (10+ years)
- Aloha POS
- Serving
- Assistant Manager Experience
- Food Safety
- Budgeting
- OpenTable
- Restaurant experience
- Serving
- POS
- Bartending
- Hospitality
- Cash handling
- Upselling
- Cash register

- Customer service
- Sales
- Leadership
- Negotiation

Certifications and Licenses

ServSafe

Food Handler Certification

Driver's License