

Jenna N. Auton

Food & Beverage Management Development Program

Motivated and selfless professional with a background in management, dedicated to providing exceptional service and meeting diverse needs. Excited to explore strategies for enhancing customer experiences, expanding coordination skills, and applying leadership strengths to contribute to team success.

Experience

2022 – Current

Food & Beverage – Management Development Program

Destination Kohler

- Taverne on Woodlake (2022)
 - o *Full operational knowledge of InfoGenesis system.*
 - o *Supervised waitstaff, bartenders, hosts, and bussers.*
 - o *Personalized service to guests by managing reservations, table settings, and promptly addressing special requests and concerns graciously.*
 - o *Order expedition for timely order compliance.*
- Horse & Plow (2022-2023)
 - o *Designed Excel service score forms from company-wide guest feedback and analyzed data to enhance restaurant performance.*
 - o *Implemented shift closeout plans, ensuring completeness and communication.*
 - o *Enforced dining standards for service staff, including etiquette, proper serving techniques, and dress code compliance.*
- The Wisconsin Room, In-Room Amenities (May 2023 – Current)
 - o *Streamline operations with managers and team members to tackle issues, and elevate the fine-dining experience.*
 - o *Supervising wellness, golf, and snack inventory while encouraging upgrades to enhance sales.*
 - o *Handling requests for both complimentary and purchased in-room amenities, ensuring delivery before check-in.*
 - o *Enhancing our amenity presentation with a more personalized, elegant, and sophisticated approach.*

2022

CEHHHS Student Worker *University of Wisconsin-Stout*

Productive receptionist and student worker aide for the Deans of the College of Education, Hospitality, Health and Human Sciences. Oversaw the reception area, including greeting visitors and students. Effective in multi-tasking, answering student questions, and performing documentation tasks also.

Education

2020 - 2022

Hotel, Restaurant, & Tourism Management

Minors: Event Planning, Hospitality Security & Risk Management
University of Wisconsin – Stout

2018 - 2020

Hospitality Management

Waukesha County Technical College

Skills

- Analytics
- Adaptability
- Creativity
- Detail-oriented
- Leadership
- Organization
- Self-motivation
- Teamwork

Contact

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View my e-portfolio:
jenna-n-auton.com

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Food & Beverage Management Development Program

Experience (Continued)

2016 – 2022

Host, Cashier, & Server

Marty's Pizza in Delafield

Positive interaction and gave undivided attention to guests, employees to create quality experience for both parties. Named by head staff as being efficient and accurate with customer orders while working in a fast-paced environment. Prompt for scheduled shifts, with the flexibility to cover extra hours and unexpected support for management as requested.

2021

Human Resources Assistant Internship

Noah's Ark Waterpark

Ensured smooth communication with employees and timely resolution to their queries. Learned how to input data entries and give detailed record keeping through reports, logs, and Excel sheets. Organized and led employee engagement events by using teamwork with the other interns.

2019

Banquet Server Summer Internship

Saint Kate – The Arts Hotel

Hospitable toward and attended to the comfort of guests through thoughtfully answering questions and conveying special requests to the kitchen and bar. Proficient with set-up, serving, and organization of food and beverage during large events and banquets. Adhered to safety and quality regulations as provided by Saint Kate.

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