

# NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

## Profile

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## Experience

### Assistant Restaurant Manager- Fish-Tail-Fin, Irvine, CA

July 2021 – Present

- Addressed customer complaints and offered solutions, replacing dishes or providing refunds as appropriate.
- Acted as duty restaurant manager while the full-time manager was away one day a week and whenever necessary.
- Trained 15 new front-of-house staff on serving, clear down, and customer relations duties.
- Coordinated day-to-day operations with supervisory staff, including during an extensive restaurant renovation.
- Inspected food preparation areas to ensure the restaurant met food standards and cleanliness.

### Bartender -Wooden Cask Bar, Newport Beach, CA

December 2018 – July 2021

- Mixed and served 1500+ drinks to customers weekly, customizing to suit customer taste.
- Performed closing duties, including balancing cash float and verifying all cash and credit card transactions at the end of shift for all staff.
- Trained new bar employees on drink service and customer management and assisted with hiring.
- Kept the bar clean and safe for customers and coworkers by verifying ages and ensuring employees served customers appropriately.
- Maintained stock levels of all alcohols, including specialty liqueurs, and kept inventory, placing orders where necessary to replenish.

### Project Experience

- Organized and tended bar for a “casino night” event for a local non-profit where the bar was rented out and assisted in raising \$150,000 for charity.
- Developed 16 signature drinks for a 2019 California wine and cocktail pairing event that were all positively received.
- Received a 97% customer satisfaction rating during the 2019 Secret Shopper event.

## Education

Graduated 2019

### Bachelor of Arts, Business Administration - University of California, Irvine, CA

- GPA: LIST
- AWARD
- AWARD

### DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

## Skills

### Expertise

- Conflict resolution
- Report creation
- Team leadership and management
- Customer service
- Duty flexibility

## Licenses & Accreditations

### Licenses Licenses & Accreditations

- Certified Food Service Manager
- Adult CPR and First-aid
- ServSafe Alcohol Primary training