

NAME

TITLE

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

Profile

Hard-working Bartender with ten years of experience. Gained extensive knowledge of mixology and drinks. Experiences have showcased excellent performance in customer service satisfaction and delivering orders promptly.

Experience

Bartender - Country Hills Bar and Grill/ Location

MONTH YEAR - Present

- Ensured bar space was kept clean and well-sanitized. Re-stocked drink supplies and equipment through an inventory recording system.
- Used a POS system when ringing up customers and credit card readers. Customer payments were completed promptly and enhanced customer service survey responses.
- Served customers various drink options ranging from wine, beer, liquors, and mixed drinks. Created a new mix to drive up consumer revenue by 5% weekly.
- Greeted patrons with a welcoming attitude and provided them with menus and recommendations. I took their orders and communicated with the back-of-house staff regarding food orders.
- Advertised the loyalty membership to consumers to increase sales revenue. I sold over 40 memberships monthly.

Bartender - Yoko's Bar/ Location

MONTH YEAR – MONTH YEAR

- Used extensive product knowledge to assist customers and accomplished a 5% return rate. I went over my assigned sales target by over 10%.
- Trained three new staff recruits regarding Standard Operating Procedures (SOP) while maintaining customer service quality.
- Promoted appetizer menu to customers and increased their sales by over 5% monthly. I mixed and customized beverages accurately according to patron instructions.
- Maintained an average 20% tip balance. I oversaw tip distribution to the working staff. I consistently offered high-quality customer care and increased patron satisfaction by over 10% since hired.
- Mixed several standard and eclectic drinks. I mastered complicated beverages, such as the Commonwealth and the Ramos Gin Fizz.

Project Experience

- Joined a bartender workshop and experimented with new beverage flavors to create a sophisticated drink.
- Created a community page for bartenders to share their drink experiments and provide customer service tips.

Education

Bachelor of Science in Hospitality Management - Penn State University

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Customer Service
- Mixology
- Budgeting
- Time Management
- Results-Driven

Licenses & Accreditations

Licenses Licenses & Accreditations

- International Bartender Certification from Mixology Academy
- TIPS Alcohol Safety Training Certification