

Shauni Emslie

Beverage Server

Profile

Results-oriented Beverage Server with 1 year of experience providing exceptional customer service in fast-paced hospitality settings. Skilled in accurately taking and delivering orders, handling payments, and maintaining a clean and organized service area. Demonstrated ability to work effectively in a team and adapt to varying environments. Committed to creating a memorable experience for guests while ensuring responsible alcohol service.

Employment History

Beverage Server at Coca-Cola Bottling Company High Country, NV

May 2023 - Present

- Successfully increased beverage sales by 15% within a year, resulting in an additional revenue of \$100,000 for the Coca-Cola Bottling Company High Country, NV branch.
- Implemented a new inventory management system that reduced stock discrepancies by 30%, leading to a more accurate tracking of products and a decrease in waste.
- Boosted customer satisfaction ratings by 20% through consistent delivery of excellent service, timely resolution of issues, and effective communication with clients.

Assistant Beverage Server at Southern Glazer's Wine & Spirits, NV

Jul 2022 - Apr 2023

- Successfully increased beverage sales by 15% within the first six months, resulting in an additional \$30,000 in revenue for Southern Glazer's Wine & Spirits, NV.
- Streamlined the inventory management process, reducing order turnaround time by 25% and improving overall efficiency in the beverage department.
- Implemented a new employee training program, leading to a 20% reduction in staff turnover and increased customer satisfaction ratings by 10%.

Education

Certificate in Food and Beverage Service at University of Nevada, Las Vegas, NV

Sep 2017 - May 2022

Relevant Coursework: Food Safety and Sanitation, Beverage Management, Menu Planning and Design, Dining Room Operations, Customer Service, and Catering and Events Management.

Certificates

Certified Specialist of Wine (CSW)

Apr 2022

Certified Cicerone

Mar 2021

Details

shauni.emslie@gmail.com

(542) 379-9260

1234 Silver Lane, Las Vegas, NV
89101

Links

linkedin.com/in/shauniemslie

Skills

Mixology

Wine knowledge

Espresso crafting

Draft system operation

Cocktail creation

Tasting expertise

Inventory management

Languages

English

German

Hobbies

Brewing homemade beverages (e.g., beer, wine, or kombucha)

Attending wine or beer tasting events

Collecting vintage or unique drinkware and bar accessories

Memberships