

Jessica Claire

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SUMMARY

Several years in restaurant and retail. I am open minded to learn any extra training for the job position. Thank you for your time and consideration for my employment. looking forward to hear from you.

SKILLS

- I am a very dedicated employee! Work well with others in leadership on all levels. I am great In multitasking, have done a list of tasks. Including pay ins and paid outs, scheduling, staff meetings. Familiar with several computer programs including PowerPoint and XL.
- Marketing and sales experience
 - Food service
 - Organizational ability
 - Employee training
 - Balancing the cash register

EXPERIENCE

BARTENDER, ADMIN AND MANAGEMENT 04/2010 to 10/2018

Pacific Office Automation | Pleasanton, CA

- Multitasked to meet customer, business operations and server needs with minimal errors or delays.
- Ordered and maintained inventory of bar products, including alcohol, soft drinks and supplies to drive high volume of sales.
- Prepared and served over [Number] drinks per shift in high-volume [Type] environment.
- Checked identification of customers to verify age requirements needed for purchase of alcohol.
- Collected food, wine and appetizer orders from patrons and promoted upsell items.
- Restocked beer and liquor on regular schedule and after special events to prepare for forecasted needs.
- Kept detailed inventories of bar supplies and kept work areas stocked to maintain workflow efficiently.
- Trained [Number] new bartenders in [Year] to increase knowledge of drink preparation and upselling techniques.
- Lowered liquor costs [Number]% by leading training on precision pouring and waste reduction to team of [Number] bartenders.
- Operated cash register and Point of Sale (POS) system for transactions and made proper change for cash transactions.
- Upsold customers from shelf to premium brands and high-margin signature recipes, driving average sales increases of [Number]%.
- Designed and implemented new cocktails to drive customer interest and sales numbers.
- Engaged in small talk with over [Number] patrons per day to build rapport and earn repeat business.
- Optimized bar inventory and storage to effectively meet expected business levels with adequate stock of alcohol, soft drinks and other supplies.
- Managed up to [Number] customers per shift while simultaneously assisting [Number] restaurant servers.
- Supported servers by preparing specialty drinks for patrons in all areas of establishment.
- Kept close track of bar tabs and transferred open tabs to dining area seamlessly, providing pleasant dining experience to customers and smoothing process for wait staff.
- Promoted customer safety by maintaining current list of available ride services for inebriated customers.
- Stayed up-to-date on latest in mixology trends, bar equipment and sanitation standards.
- Managed bar area, including cocktail design and menu, inventory, regulation compliance and customer relationships.
- Produced and balanced daily and weekly sales reports to assess and coordinate staff.
- Confirmed customers' ages for alcohol service and discontinued service to intoxicated guests.
- Worked with management to plan and implement special events to boost customer numbers and profits.
- Collected and polished glassware, keeping adequate stock for expected customer loads.
- Prepared over [Number] mixed drinks and poured wine, beer and nonalcoholic beverages for average of [Number] patrons per shift.
- Collected and organized more than \$[Amount] in gross revenue and tips on [Timeframe] basis.
- Checked patrons' identification to ensure minimum age requirements for consumption of alcoholic beverages.

ADMINISTRATOR ASSISTANT 05/2011 to 05/2013

G. Foley's | City, STATE

- Created and maintained spreadsheets and developed administrative and logistical reports.
- Managed scheduling for [Number] staff, monitoring resource allocation to provide optimal coverage and service.
- Monitored daily and weekly schedules and monthly calendar obligations for [Number] [Job titles].
- Processed financial documents including contracts, expense reports and invoices.
- Directed customer communication to appropriate department personnel, in addition to providing information to resolve inquiries and bolster customer satisfaction.
- Communicated with vendors to place and receive orders, request maintenance services and deliver instruction on behalf of office management.
- Organized and maintained filing and document management systems, coordinating archiving and purging aligned with company document policies.
- Contacted customers via phone and email to confirm deliveries and follow up with inquiries.
- Coordinated meetings with other department managers and served as main liaison between department heads and executives.
- Entered invoice data into company database and updated details, including customer contacts and delivery dates to keep information current.
- Generated shipment invoices, prepared packages and set up courier deliveries for customers.
- Controlled and managed document processes by reviewing files, records and critical information to confirm accuracy and ensure compliance with company policies and procedures.
- Managed phone calls from clients when [Job Title] was unavailable and provided informative answers to questions.
- Assisted with administrative tasks, including filing, answering phones and [Task].
- Tracked expenses and documented records using [Software].

BARTENDER TRAINER AND ADMIN 05/1996 to 06/2011

Outback Steakhouse | City, STATE

- Designed long-term schedules for [Number] daily shifts and [Number] employees using [Software].
- Developed and implemented strategies to enhance team performance, improve processes and increase efficiency.
- Handled over \$[Amount] worth of cash and card transactions daily with accuracy and efficiency.
- Collaborated with [Job title] to educate [Number] employees on menu and procedural changes.
- Trained workers in every restaurant position, including food preparation, money handling and cleaning roles.
- Maximized team performance by training new employees on proper food handling, guest expectations and restaurant protocols.
- Oversaw food preparation, production and presentation according to quality standards.
- Managed inventory records and supply orders to cut costs by [Number]%.
- Oversaw hiring, training and development of kitchen employees.

EDUCATION AND TRAINING

High School Diploma 05/1989
Killeen High School, Killeen, TX