

Andrew Philip Schoenbauer

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Professional Summary

Hardworking and reliable student and employee, with five years of experience in the food industry and almost a year in the retail industry. Personable and experienced at handling all kinds of situations that arise with customers. Great at handling high stress situations and multi-tasking. Excel at developing customer relations and rapport.

Skills

- Customer service
- Payment processing
- Customer relations
- Drawer balancing
- Manage customer accounts
- Safe food handling procedures
- Suggestive selling
- Cash Handling
- Microsoft Office and Excel

Experience

Bartender

Aug 2018 - Jan 2021

Ground Round - Grand Forks, ND

- Spoke to customers and recommended specials to build rapport, retention, and customer loyalty.
- Managed carry-out and curbside pickup orders.
- Recommended house specials to new customers to boost revenue.
- Poured draft beers, wine selections, and non-alcoholic beverages to fulfill dining room and bar orders.
- Monitored open bar tabs, closed out bills for departing customers, and processed cash and credit transactions.

Customer Service Specialist

Aug 2017 - Apr 2018

Best Buy - Grand Forks, ND

- Provided solutions, recommendations, and replacements, using an empathetic approach and demeanor.
- Checked statuses of online orders, and service requests through the fulfillment software
- Completed paperwork associated with merchandise, price adjustments, customer returns, and cash register operation.
- Collected cash drawers at the end of each shift, making sure each till was balanced
- Used selling techniques to sell the store credit card

Bartender Shift Manager

Aug 2014 - Aug 2017

St. Patrick's Resturaunt - New Prague, MN

- Helped food and bar drinks come out in a quick and orderly fashion
- Conducted monthly inventories to assure an adequate supply of liquor, ice, glasses, and other necessities.

- Managed stocking of bar, making sure everything was prepped and ready for the next shift.
- Balanced the till, and pull tab money at the end of each shift.
- Completed all closing shift side work and closed the restaurant down.

Education

Northland Community and Technical College - East Grand Forks, ND

Currently studying at Northland Community and Technical College for an Associates in Business degree. Expected to graduate in the spring of 2021. Expect to pursue a bachelor's degree in this area of study.