

# Michael Roberts



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## Profile

Well-rounded Bartender with a wide-ranging history in the service industry. Looking for the opportunity to build and strengthen the customer base of a fine establishment. I bring passion for the industry, a fun, positive attitude and an understanding of customer service.

## Experience

### Ninety-Nine Restaurant

February 2014 – November 2015

- Delivered quality food and beverage service to guests in a responsible manner.
- Maintained full knowledge of all menu items, contents and preparation methods.
- Maintained familiarity with the latest in mixology, bar equipment and sanitation standards.
- Prepared mixed drinks; poured wine, beer and nonalcoholic beverages.
- Monitored glassware and stemware inventory.
- Performed closing duties including cleaning, sanitizing and replenishing.
- Changed beer kegs.
- Maintained a neat personal appearance.
- Served each guest with a sincere, positive, pleasant and enthusiastic attitude.

### Coop's Bar & Grille

July 2010 – January 2014

- Maintained full knowledge of all menu items, contents and preparation methods.
- Prepared mixed drinks; poured wine, beer and nonalcoholic beverages.
- Monitored glassware and stemware inventory.
- Performed closing duties including cleaning, sanitizing and replenishing.
- Changed beer kegs.
- Maintained a neat personal appearance.
- Made engaging connections with guests to create loyalty.
- Created a list of signature drinks that increased bar revenue.
- Delivered food and beverage orders within established time frames
- Strictly abided by all state liquor regulations, particularly in regard to intoxicated persons and minors.
- Effectively handled customer complaints and special requests.
- Provided prompt, efficient, friendly, and quality service at all times.
- Accurately balanced cash register at all times.
- Maintained stock levels to prevent shortages of critical items.
- Consistently kept bar and work areas clean and sanitary in compliance with bar standards and local, state, and federal laws.
- Accurately and quickly calculated checks and made change.
- Took prompt corrective action whenever necessary to maintain the satisfaction and safety of all patrons and staff.
- Operated credit card machines correctly and quickly.
- Participated in bar incentives and contests to drive sales and promote the venue.
- Maintained a positive working relationship with fellow staff and management.
- Promoted upcoming bar events, programs and weekly trivia game nights.
- Set up special events and private parties.
- Operated cash register and processed customer cash and credit card payments.
- Efficiently resolved problems or concerns to the satisfaction of all involved parties.
- Minimized loss and misuse of equipment through proper restaurant supervision and staff training.



## Education

North Quincy High School

Class of 2000

Eastern Nazarene College

Class of 2004

## Skills

- Cocktail list development
- Suggestive selling
- Basic accounting
- Outstanding customer service
- Excellent judgment
- Anticipating guest needs
- Food preparation
- Food service
- Maintaining a clean bar
- Maintaining glassware stock
- Courteous
- Verbal communication
- Problem solving
- Strong organizational skills
- Extensive spirits knowledge
- Extensive beer knowledge
- Cash and credit transactions
- Balancing the cash register