

KEVIN MORRISON

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EDUCATION

Associate's Degree - Business Administration

University of Florida,
Gainesville, FL
September 2010 - May 2012

High School Diploma

Miami Northwestern Senior High,
Miami, FL

ServSafe Alcohol Training Program, Up-to-date

National Restaurant Association

KEY SKILLS

- Advertising & Promotions
- Conflict Resolution
- * Customer Service & Communications
- Efficiency Improvement
- Food & Beverage Operations
- Guest Relations & Satisfaction
- Hiring
- Inventory Management
- Licensing Requirements
- Menu Creation & Enhancement
- Mixology
- Operations Management
- Personnel Supervision
- Policy Enforcement
- Procedure Development
- Seasonal Event Planning
- shift Scheduling
- Strategic Planning
- Team Motivation
- Training

Dedicated Bar Manager with 10+ years of advancement and excellence. Natural leader and strategist who drives steady improvement in team morale, efficiency, and customer service. Expertly hone and adapt operations to new business conditions and priorities. Committed to continually broadening management skills and industry knowledge,

PROFESSIONAL EXPERIENCE

Bar Manager

QTBar, Miami, FL | April 2016 to Present

- Find, implement, and hone new processes and strategies to raise bar efficiency and service quality
- Focus on maintaining a positive, collaborative work culture for a 10-person team
- Keep a close eye on costs and staff coverage to ensure the facility generates consistent profit
- Address and resolve escalated customer and employee concerns as needed

Highlights;

- Enhanced and streamlined inventory processes, leading to better insight into necessary supply levels
- Updated and expanded wine menu to reflect evolving customer tastes and gain an advantage over local competitors
- Maintained active online/social media presence during temporary closure in 2020 caused by the Covid-19 pandemic, fostering continued patron loyalty through an uncertain period

Bartender

Lily's Bar & Restaurant, Miami, FL | January 2012 to April 2016

- Welcomed and took drink orders from customers
- Quickly prepared and served a broad selection of beer, wine, cocktail, and mocktail drink options
- Collected and processed customer payments in a fast-paced service environment

PRIOR EXPERIENCE

Gained a strong foundation in the principles of teamwork and client relations as a Host and Server at H. N. Bar & Restaurant.

CERTIFICATIONS

- Hospitality/Beverage Specialist Certificate (HBSC), (date)
- Society of Wine Educators (SWE)