

Anthony Gentile

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Dedicated and efficient professional with nearly 5 years of combined experience in the hospitality industry. Recent demonstrated success in a leadership support role, helping drive the success of a high-volume wine bar in Center City, Philadelphia. Committed to finding new ways to elevate both the organization's performance and the customer experience,

Education

Associate's Degree - Business Administration

Philadelphia Community College,
Philadelphia, PA
May 2018, 3.5 GPA

- * Completed academic program focusing on principles of leadership, management, and project implementation

High School Diploma

Benjamin Franklin High School,
Philadelphia, PA, 2016

Key Skills

- ◆ Advertising & Promotions
- ◆ Conflict Resolution
- ◆ Customer Service & Communications
- ◆ Efficiency Improvement
- ◆ Food & Beverage Operations
- ◆ Guest Relations & Satisfaction
- Licensing Requirements
- ◆ Mixology
- ◆ Training & Mentoring

Professional Experience

Bartender

Al's, Philadelphia, PA | July 2018 to Present

- Take drink orders and pour and serve beverages to patrons of this popular local wine bar
- Collect and process customer payments in a high-volume service environment
- ◆ Clean and wipe down bar and work areas to ensure an organized, sanitary facility at all points

Highlights:

- ◆ Recently appointed to a leadership support role, helping train and mentor other bar staff; contributed to a period of improved morale and service quality despite challenges posed by the Covid-19 pandemic
- Introduced drink recipes that became the bar's #1 and #3 top-selling cocktail options

Host

GXP Restaurant & Bar, Philadelphia, PA | Summers 2015, 2016, 2017

- Welcomed and seated visitors at this Italian restaurant
- Gained strong skill in and appreciation for teamwork, efficiency, and customer service