

Jessica Lang

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Dedicated Bar Manager with nearly 7 years of advancement and excellence. Strong Leader who motivates staff to provide high-quality service experiences to customers. Focused on achieving and maintaining high profit, efficiency, and compliance with regulations. Expertly hone and adapt operations to new business conditions and priorities.

Education

Associate's Degree - Business Administration

Nashville State Community
College, Nashville, TN
September 2013-June 2015

High School Diploma

Maplewood High School,
Nashville, TN
2013

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
- Team Motivation
- Training

Professional Experience

Bar Manager

Q's Tavern, Nashville, TN | April 2018 to Present

- Hired to maintain utmost service quality and efficiency of this popular local rathskeller
- Organize and facilitate private/special events, fostering relations with local organizations and repeat business with customers
- Train, schedule, and oversee a bar staff of 16

Highlights:

- Improved the customer experience by making strategic changes to décor, Lighting, and music playlist that provided a more traditional "tavern" ambiance
- ♦ Devised a new scheduling system that made it easier for personnel to request time off and trade shifts. Measure helped reduce turnover by 8% while improving staff coverage on major holidays

Bartender

Hal's Pub, Nashville,TN | July 2015 to April 2018

- Prepared and served various drinks to patrons of this recently launched Irish pub and restaurant
- Coordinated with a team of hosts, barbacks, and servers to ensure a positive first impression and overall experience for new customers
- Thrived in a highly collaborative,fast-paced work setting