

SUMMARY

Experienced bartender with over 5 years of experience in high-volume bars. Skilled in mixology, customer service, and maintaining compliance. Improved customer satisfaction by 20% at previous job. Excited to bring expertise and enthusiasm to create memorable guest experiences.

EXPERIENCE

Bartender

Moonlight Basin

- 06/2020 - Present Big Sky, MT
- Prepared and served beverages for over 200 customers daily, adhering to Moonlight Basin standards.
  - Provided exceptional guest service, achieving a 95% customer satisfaction rate.
  - Ensured compliance with alcohol regulations, preventing service to minors and intoxicated patrons.
  - Handled cash transactions totaling \$3,000+ nightly, maintaining accurate records.
  - Maintained bar cleanliness, reducing waste by 15% and ensuring health code compliance.
  - Managed inventory and completed end-of-shift paperwork, improving accuracy by 10%.

Bartender

The Ritz-Carlton

- 01/2018 - 05/2020 Denver, CO
- Crafted signature cocktails, resulting in a 25% increase in repeat customers.
  - Trained and supervised new bar staff, enhancing overall service quality.
  - Managed bar supplies, reducing costs by 10% through efficient ordering.
  - Conducted weekly inventory checks, ensuring stock accuracy and availability.
  - Implemented customer feedback system, boosting positive reviews by 30%.

Bartender

Four Seasons Hotel

- 05/2015 - 12/2017 Denver, CO
- Served a diverse clientele in a high-end environment, maintaining a professional demeanor.
  - Executed promotional events, increasing bar revenue by 20%.
  - Collaborated with kitchen staff to pair drinks with menu items, enhancing guest experience.
  - Maintained detailed records of customer preferences, leading to a personalized service approach.

EDUCATION

Master of Science in Hospitality Management

University of Denver

01/2017 - 01/2019 Denver, CO

Bachelor of Science in Business Administration

Colorado State University

01/2013 - 01/2017 Fort Collins, CO

LANGUAGES

EnglishNative

SpanishAdvanced

KEY ACHIEVEMENTS

- Increased Customer Satisfaction
- Boosted customer satisfaction by 20% through exceptional service and personalized drink recommendations.
- Revenue Growth
- Achieved a 25% increase in bar revenue through strategic promotional events and upselling techniques.
- Efficiency Improvement
- Reduced bar waste by 15% and improved inventory accuracy by 10% through meticulous management.
- Training and Development
- Trained and supervised new bar staff, enhancing service quality and team efficiency.

SKILLS

Mixology	Bar Equipment Handling
POS System Operation	Cash Handling
Inventory Management	Customer Service

CERTIFICATION

- TIPS Certification
- Training for Intervention Procedures - Certified by Health Communications, Inc.
- ServSafe Alcohol Certification
- Certified by National Restaurant Association

PASSIONS

- Mixology Competitions
- Participating in and winning mixology competitions to stay innovative and inspired in the field.
- Craft Beer Brewing
- Exploring craft beer brewing techniques and flavors, enhancing knowledge of beverages.
- Community Service
- Volunteering at local events to give back to the community and utilize bartending skills.