

Your Name

City, State Abbreviation Zip Code | (123) 456-7890 | email@example.com | LinkedIn | Portfolio

Profile

- Service-driven bartender with seven years of experience elevating guest interactions in high-paced hospitality and dive-bar environments. Adept at crafting standard and specialty beverages, managing bar operations, and anticipating guests' needs. Looking for an opportunity to contribute expertise to a dynamic establishment that values professionalism and customer satisfaction.

Education

- Bachelor of Science (B.S.) Hospitality and Tourism Management | SAN FRANCISCO STATE UNIVERSITY, San Francisco, CA | September 2013 – June 2017

Certifications

- Responsible Beverage Server (RBS), ABC, 2022
- California Food Handler Card (CFH), ANSI, 2022

Key Skills

- Cash handling
- Cocktail presentation
- Customer service
- Mixology
- Recipe memorization
- Responsible serving
- Time management

Professional Experience

BARTENDER | PINK ELEPHANT, SAN FRANCISCO, CA | OCTOBER 2018 – PRESENT

- Conduct age verifications for all patrons, ensuring 100% compliance with legal drinking age regulations
- Elevate guest experience by implementing personalized drink recommendations
- Collaborate with lead chef and ownership to create signature and rotating seasonal cocktail menus, contributing to a \$3,000 monthly increase in beverage sales
- Demonstrate exceptional multitasking skills to serve over 500 drink orders per night
- Hold regular training sessions for new staff, ensuring consistent service standards and promoting a collaborative team environment
- Implement a new customer loyalty program, leading to a 15% rise in repeat business and positive online reviews

BARTENDER | MARRIOTT INTERNATIONAL, SAN FRANCISCO, CA | JUNE 2016 – OCTOBER 2018

- Achieved zero discrepancies in cashier reports through meticulous payment processing
- Trained 12 new staff members over two years on bar procedures, customer service, and Marriott service standards
- Promoted “Happy Hour” initiative using signage throughout hotel to boost guest awareness, increasing early evening patronage by 24%
- Prepared fresh garnishes and stocked ice, glassware, and paper supplies
- Served an average of 30 wine and champagne bottles per shift
- Maintained a high level of cleanliness, organization, and customer service, resulting in a 15-point improvement in overall guest satisfaction scores