

BARTENDER / SERVER TRAINER / BANQUET EVENT CAPTAIN

Summary

Seeking a position with a company dedicated to growth, as well as; acknowledgment of extraordinary efforts/achievements. I am a results driven individual with a professional work ethic and verifiable sales and sales management experience. I possess excellent interpersonal, communication and relationship-building skills; can listen attentively, communicate persuasively and follow through diligently. I consider myself a leader, striving to achieve continuous success in all facets of business, sales, and management; while simultaneously providing the means for my team to also reach exponential success.

Highlights

- Leadership / Business Development
- Hard- Worker
- Customer Acquisition
- Referral/Repeat Business Generation
- Public Speaking
- Objection Handling
- Consultative Sales
- Team Player
- Bilingual

Accomplishments

- Received Deans List or Presidents List every Academic Semester
- Achieved highest sales promotion in the company within 9 months, in two new territories
- Awarded to Vector Marketing's "President's Club" in both the Spring & Summer Campaign of 2012 (see letter or recommendation)
- Trained in negotiation and time management
- Increased customer attendance on slowest days at the Bar by providing fast, friendly, and memorable service
- Named "Employee of the Month" on multiple occasions
- Field trained new hires, offering a model of successful performance
- Conducted interviews for over 110 applicants
- Collaborated with the Branch Manager to recruit and train a sales force ranked #1 Branch Office for 2nd Summer Conference Sales Push (Out of roughly 75 Offices)
- Attended 10+ professional conferences/divisional meetings as a sales representative with members of the corporate staff

Experience

Company Name City , State Bartender / Server Trainer / Banquet Event Captain 02/2013 to Current

- Interacting with guests, fellow workers and supervisors in a polite, considerate, and welcoming manner to make sure all guests have a perfect bar experience
- Trained and prepared new staff members to uphold the standards of a fine dining restaurant, and provide guidance throughout their trial of employment.
- Uphold company standards by executing steps of service flawlessly to maximize level of hospitality for guests and profitability for the company.
- Supervise service teams for private events by assigning responsibilities among staff members, organizing staff to properly follow BEO guidelines, ensuring the setup of the venue, and streamlining communication between guests, servers, and chefs.
- Facilitate company changes by soliciting coworker feedback, opening communication with management to improve standards of accountability for staff members, and positively influencing private event standards to increase guests' satisfaction.
- Additional responsibilities: Handling customer payments, Maintaining an accurate cash drawer, Assisting co-workers, Distributing servers' money earned, Attempting to limit problems and liability related to a guest's excessive drinking, Minimizing waste to control cost, and managing inventory.

Company Name City , State Assistant Sales Manager 04/2012 to 02/2013

- Office administration work in addition to upholding the structure of advertising and recruiting
- Consistently assisted in **19 hour training seminars** and personally directed sales team **development** programs
- Assisted in conducting a demographic study of new potential territories and selecting an office location to lease
- Conducted **90 minute interviews for 110+ qualified applicants** , and was granted the ultimate decision in terms of their employment
- Assisted in developing and implementing advertising strategies in a multitude of media forms including **direct mail, web, newspaper, posters, and in-hand cards/flyers**
- Working in coordination with local colleges in attempts to help students find summer work
- Assisted in hiring and training all sales staff for new Branch Office location
- Consulted **15-30** representatives on a weekly basis instilling the importance of time management and goal setting; serving as a coach for representatives with little to no experience
- Led sales calls with team members to establish sales and customer retention goals
- Assisted in analyzing weekly sales and developing strategies to increase office performance through weekly staff meetings
- Generated monthly and annual sales reports
- Monitored customer preferences to determine focus of sales efforts
- Collaborated with the Branch Manager to recruit and train a sales force ranked **#1 Branch Office** for "2nd Summer Conference Sales Push" (Out of roughly 75 Offices)
- Assisted Branch Manager in leading office to sell over **\$110k** for the Summer Campaign; surpassing the previous years by **157%**

- Consistently sold CUTCO Cutlery around Assistant Manager duties and stood as a positive influence for sales representatives by continuing to conduct Field Training

Company Name City , State Sales Representative / Field Sales Manager 09/2011 to 02/2013

- Operate as an independent contractor selling CUTCO high-quality cutlery and culinary products, directly to customers on a one-on-one, in-home, professional appointment basis
- I took part in helping Vector Marketing sell over **\$250 Million** worth of CUTCO nationwide
- Handled everything directly from initial contact to the close of the sale in addition to follow-up appointments for servicing
- Emphasized product features based on analysis of customers' needs
- Collaborated with colleagues to exchange selling strategies and marketing information
- Scheduled an average of **20+ appointments** during sales pushes
- Shared product knowledge with customers while making personal recommendations
- Developed own customer referral base by averaging **10-15 personal recommendations** per appointment
- Recognized for ability to quickly establish rapport with customers, in turn; building a residual recommendation base
- Obtained invitation to **Presidents Club** two consecutive campaigns
- Achieved highest Sales Promotion in the company (**Personal Career Sales = \$30,000+**) within 9 months while working in two completely new territories
- Field trained new representatives, offering a model of successful performance
- Attended 10+ professional conferences and divisional meetings all around the East Coast with members of the corporate staff
- Over **\$450** Average Order - **80%** Closing Ratio - Career CUTCO Sales exceeded **\$43,000**

Company Name City , State Food Runner / Server 04/2010 to 08/2011

- I held this position while still attending George Mason High School. Many of my responsibilities are already listed above; However, a detailed elaboration on my duties as a "Food Runner / Server" is available upon request.

Education

Bachelor of Science : Neuroscience Northern Virginia Community College , City , State , USA GPA: GPA: 3.9

Transfer Program for George Mason University - Currently Enrolled

- **GPA: 3.9**
- 40 Credits Completed
- Dean's List or President's List every semester
- Have taken and passed multiple Computer Competency courses which included learning and mastering the functions of **Microsoft Word, PowerPoint, Excel, Access, Publisher and OneNote**
- Also completed a course on **Web Design**

Bachelor of Science : Biology / Psychology Saint Petersburg College , City , State , USA GPA: GPA: 4.0

Transfer Program for University of Florida - 2012

- **GPA: 4.0**
- Dean's List every semester
- Coursework in Communications and Psychology
- Volunteering: **Study Group Leader** for Psychology Department

High School Diploma : General with IB Studies George Mason High School , City , State , USA

- Class of 2011
- Concentration in Math and Science
- Completed **IB Math Studies** (Awarded 3 College Credits)
- Completed and received perfect score in **IB Spanish IV** (Awarded 7 College Credits)

Interests

- I am a fan of good food and wine; I am always trying new restaurants all over town
- Some other activities I enjoy are Hiking, Racquetball, Snowboarding, Horseback Riding, and visiting with friends and family.
- I love traveling because I see it as the easiest way to seek growth as an individual
- I have been fortunate enough to have experienced Canada, China, Thailand, Peru, Argentina, Chile, Spain, and Germany; Ideally this list will continue to grow

Languages

Bilingual English / Spanish

- Fluent reading and writing

Skills

- Other Skills Include: Public Speaking, Leadership, Team Building, Establishing Good Rapport, Time Management, Self Motivation, Problem Solving, Ability To Analyze Sales As Well As Guest Satisfaction, and Ability To Work Well With Others

Additional Information

- Attached are two letters of recommendations
- Multiple references are available upon request