

## BARTENDER

### Experience

Bartender , 05/2018

Company Name " City , State

- Marketing & Public Relations: 10 years, Maintain proper and adequate set-up of the bar on a daily basis.
- Responsible for maintaining stock, preparing and storing of all garnishes, juices and other perishables to ensure product quality.
- Attend stand ups prior to each function to obtain all details in order to execute each event flawlessly.
- Set up and breakdown all mobile bars per hotel standards.
- Greet guests with warm, genuine hospitality.
- Promote and up-sells product.
- Handle production of all consumption sheets or assists in the cash bar set up and closing process.
- Perform general cleaning tasks to adhere to Health Department regulations Bartender - Byron Nelson Golf Tournament / May 2019 / Dallas, Texas.
- Greet guests.
- Stock bar and complete other pre-opening requirements.
- Maintain a clean bar area.
- Prepare and serve alcoholic beverages according to standard recipes.
- Comply with basic safety and sanitation requirements.
- Organizational product.
- Operate club's POS.
- Work large or small events with minimal supervision and in a team environment.
- Complete pre-closing requirements.
- Assure that all state and local laws and club policies and procedures for the service of alcoholic beverages are consistently followed, Provide all guests with ordered beverage and food promptly and professionally.
- Check identification of any guest whose age appears to be younger than 30, abiding by A.B.C.
- liquor laws responsibly.
- Make recommendations to inquiring guests without delay.
- Accurately complete & code liquor, beer, pouring wine, waters & other beverage supply requisitions.
- Assure proper documentation of beverage transfers between departments.
- Keep bar, storage areas and beer coolers clean and sanitary.
- Properly sanitize blender cup, strainer, knives and pour spouts.
- Operate POS system.
- Serve as cashier.
- Complete closing reports per shift and accounting of cash, receipts, credit card vouchers and all other closed checks for cashier depositing and night audit drops.
- Monitor alcohol consumption and behavior of guests alerting a manager of any intoxicated or questionable guests.
- Provided bar back with clear instruction of priorities to be completed.
- Carry trays of dirty dishes to dishwasher and unload/rack properly.
- Ensure coverage of the entrance, greeting arriving guests and thanking those that are leaving. Communicate with guests in a cordial manner with a smile, at all times.
- Expedite large quantities of drinks efficiently and accurately during club hours, in addition to serving multiple guests at the same time.
- Keep the bar top clean, ashtrays emptied, picks up all trash and empty beer bottles.
- Maintain knowledge of all drinks, recipes and beer items available, the price of each, and how the drink is garnished.
- Prepare fresh fruit garnishes, juices, syrups and mixers from scratch, stocks the bar at the start of the shift, and breaks down and cleans the bar at close.
- Verify that the alcohol inventory in the liquor cabinet is accurate at the start of the shift, and properly requests replacement alcohol bottles, through the Bar Requisition Sheet at the end of their shift.
- Ensure proper set-up of bar tops including: matches, ashtrays, beverage napkins, stir sticks, sword picks; garnish trays with ice, and garnishes.
- Verify the legal age of all guests that appear to be under the age of 30 Bartender - American Family Insurance Golf Championship / June 2018 / Madison, WI.
- Provide friendly service to all guests and fellow employees.
- Set up assigned service bar location with all beverages, garnish, glassware, and supplies.
- Set up assigned table section, making sure all surfaces and furniture are clean.
- Complete all transactions according to department policies and procedures.
- Engage with the guest during their visit.
- Complete all opening and closing side work.
- Maintain a clean and safe work area thru out the shift.
- Count down drawer and bank.
- Turn in completed correct paperwork with all funds accounted for and balanced.
- Assist management in keeping the event area in clean and perfect condition.
- Maintain product and supplies in service Bartender - St. Jude Golf Tournament / May 2018 / Memphis, TN.
- Recognizes levels of intoxication and prevent customers from being overly intoxicated.

- Maintains a safe work environment.
- Inform customers about current bar specials and practices suggestive selling beverages and food.
- Restock bar supplies, such as dry goods, all glassware, all juices, sodas, and garnishes.
- Informs manager or supervisor when supplies are needed.
- Provide a full bar service including beer and crafted cocktails.
- Help maintain cleanliness of bar and lounge areas and equipment, TV, signs, tables, chairs, etc.
- Clean all bar tables, ashtrays and wipes clean and checks chairs for spills.
- Maintain and clean all alcohol and soda control devices.
- Record all sales by ringing exact amounts into register.
- Greet customers in a courteous manner.
- Review any shortages and overages and record it for management's review.
- Setup bar area and seating area prior to opening.
- Maintain security of all bar supplies and inventory and maintain record of daily operations as required.
- Change tap on empty kegs and report any problems or leaks to manager or supervisor, Greet guests.
- Prepare signature cocktail drink.
- Restock Beverages.
- Accept different types of payment and make change.
- Maintain specific side-work and ensure the total cleanliness and smooth operation of the bar area.
- Clear and reset tables.
- Check identification of guests to ensure guests are of legal age to consume alcoholic beverages.
- Refuse to serve beverages in a polite manner to guests who are not of legal age.
- Interact with guests in a friendly/fast manner.
- Serve multiple tables, as determined by management Bartender - Byron Nelson Golf Tournament / May 2018 / Dallas, TX.
- Abide by the TABC/ABLE/TIPS and PGA policies concerning alcohol consumption and safety procedures to prevent over intoxication and underage selling.
- Set up and breakdown of margarita machines, wells and other bar equipment.
- Labeling of produce and batches using proper day dots.
- Interact with guests while maintaining a professional work environment.
- Operate the bar,.
- Processing cash and credit card transactions.
- Monitor inventory efficiently.
- Keep a neat and organized work space.
- Prepare and serve alcoholic and non-alcoholic drinks.
- Wash and sterilize glassware.
- Prepare garnishes for drinks and provide full service to patrons.
- Maintain bottles and glasses in an attractive and functional manner to support efficient drink preparation and promotion of beverages.
- Present drink and food menus, make specific recommendations and answer questions regarding all menu items.
- Restock and replenishment of bar inventory and supplies.
- Thank guests for their visit and invite them to return, Greet the members by name.
- Follow opening and closing procedures in order to keep the Club's bars at a constant state of readiness.
- Accurately take, relay and serve the guests.
- Display a working knowledge of wine and wine etiquette.
- Prepare and serves alcoholic beverages in accordance with PGA policy and State law.
- Monitor members alcohol intake and reports any potential problems to the manager.
- Bill the members account for items purchased.
- Arrange display areas to project a clean and attractive image.
- Restocking of equipment and supplies.
- Requisition of liquors, beverages and supplies.
- Keep assigned area and equipment clean and sanitized.
- Maintain overall bar readiness, cleanliness and sanitation.
- Total receipts at the end of the shift Bartender - Houston Open Golf Tournament / March 2018 / Houston, TX.
- Preparing alcoholic or non-alcoholic beverages for bar and patrons.
- Interact with customers, taking orders and serving food and drinks.
- Assess bar customers' needs and preferences and making recommendations.
- Mix ingredients to prepare cocktails.
- Check customers' identification and confirm it meets legal drinking age.
- Restock and replenish bar inventory and supplies, Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.
- Escort customers to their seats.
- Inform customers of daily drink & menu specials.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Stock service areas with supplies such as coffee, food and tableware Bartender - St.

- Jude Golf Tournament / May 2017 / Memphis, TN.
- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
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- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Stock service areas with supplies such as coffee, food and tableware Bartender - Byron Nelson Golf Tournament / May 2017 / Irving, TX.
- Maintain a warm, welcoming, "Corner Bar" atmosphere.
- IDs all guests ordering alcoholic beverages who appear to be 30 years old or younger.
- Properly and promptly prepare, garnish, and serve drinks to guests.
- Engage with guests by making drinks in front of the guest using working flair.
- Make appropriate beverage and food recommendations.
- Upsell guests on food or drink items when appropriate.
- Keeps a clean, organized bar area.
- Accurately rings up all orders in the POS system while maintaining ability to socialize with guests.
- Follows all relevant PGA standards for service, Provide prompt, courteous service by bussing, serving, and setting tables.
- Accurately record pre-checks, and picks up all food and beverage orders.
- Serve customers their food and beverage orders in prompt and courteous manner.
- Set tables as needed prior to customer arrival.
- Contribute to customer satisfaction by attending to restaurant customer needs.
- Ensures that bar area is in proper condition for arrival of customers.
- Verify workstations are stocked, neat and orderly.
- Stock work related items.
- Processes customer restaurant bills promptly and accurately.
- Inquires in to the level of satisfaction experienced by the customer.
- Issue customer bills in accordance with PGA policies Bartender - Houston Open Golf Tournament / March 2017 / Houston, TX.
- Provide exceptional Customer Service.
- Greet patrons and provide drinks and food.
- Secure proper I.D.
- Accurately count inventory and money at the beginning and end of each shift.
- Maintain inventory as assigned.
- Understand and market PGA promotions.
- Properly payout guests.
- Keep bar area stocked, clean and well maintained.
- Update supervisors on issues relating to operations, i.e. equipment or processing failures.
- Bartender - AT&T Byron Nelson Golf Invitational / May 2016.
- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.
- Escort customers to their seats.
- Inform customers of daily drink & menu specials.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Stock service areas with supplies such as coffee, food and tableware.

#### Bartender , 05/2016

- Adhere to state, federal and corporate liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated guests.
- Set up assigned bars; requisitions and stocks all beer, wine, spirits, paper products, straws and stirrers, condiments, glassware, ice and produce.
- Maintain stock, prepares, cures and stores all fresh fruit and vegetable garnishes, juices and other perishables to ensure product quality.
- Greet guests in a courteous, friendly manner.
- Take and/or processes orders for drinks; mixes, garnishes and presents drinks using standard ingredient recipes; practices prudent portion control.
- Check guests at the bar for proper identification.
- Detect and acts upon guest inebriation as trained.
- Demonstrates knowledge of liquor laws.
- Receive cash from guests, makes change, verifies validity of charges, records charges and ensures vouchers are properly executed.
- Lock up and stores all beverage products, food, equipment items, deposits and cash drops; secures bank.
- Perform general cleaning tasks to adhere to health and safety standards; keeps work area clean and organized.
- Arrange bottles and glasses to maintain an attractive display in the bar area.
- Wash and sterilizes stemware.

Public Relations & Marketing Consultant , 06/2006 to Current  
Company Name

- Use all forms of media and communication to build, maintain and manage the reputation of organizations ranging from public bodies or services to businesses and voluntary organizations.
- Typical work activities include but not limited to:.
- Initiate and planning PR campaigns: defining goals; analyzing problems and opportunities; liaising with management and clients (internal and external);.
- Write and editing press releases, in-house newsletters, speeches, articles and annual reports;.
- Maintain and updating information on an organization's website;.
- Use corporate advertising to maintain an organization's identity, name and reputation;.
- Prepare and supervising the production of publicity brochures, handouts, direct mail leaflets, promotional videos, photographs, films and multimedia programs;.
- Answer enquiries from individuals, journalists and other organizations;.
- Speak in public at presentations, press conferences, radio and TV interviews, and meetings;.
- Developed and maintaining good working relations with the media, including local and national newspapers, magazines, radio and television;.
- Organizing special events, such as press conferences, exhibitions, open days, tours, competitions and sponsorship;.

Waitress/ Cashier , 05/2000 to 06/2002

- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.
- Escort customers to their tables.
- Inform customers of daily specials.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Prepare checks that itemize and total meal costs and sales taxes.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Stock service areas with supplies such as coffee, food, tableware, and linens.

Work History

Bartender , 05/2018

Company Name " City , State

- Marketing & Public Relations: 10 years, Maintain proper and adequate set-up of the bar on a daily basis.
- Responsible for maintaining stock, preparing and storing of all garnishes, juices and other perishables to ensure product quality.
- Attend stand ups prior to each function to obtain all details in order to execute each event flawlessly.
- Set up and breakdown all mobile bars per hotel standards.
- Greets guests with warm, genuine hospitality.
- Promote and up-sells product.
- Handle production of all consumption sheets or assists in the cash bar set up and closing process.
- Perform general cleaning tasks to adhere to Health Department regulations Bartender - Byron Nelson Golf Tournament / May 2019 / Dallas, Texas.
- Greet guests.
- Stock bar and complete other pre-opening requirements.
- Maintain a clean bar area.
- Prepare and serve alcoholic beverages according to standard recipes.
- Comply with basic safety and sanitation requirements.
- Organizational product.
- Operate club's POS.
- Work large or small events with minimal supervision and in a team environment.
- Complete pre-closing requirements.
- Assure that all state and local laws and club policies and procedures for the service of alcoholic beverages are consistently followed, Provide all guests with ordered beverage and food promptly and professionally.
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- liquor laws responsibly.
- Make recommendations to inquiring guests without delay.
- Accurately complete & code liquor, beer, pouring wine, waters & other beverage supply requisitions.
- Assure proper documentation of beverage transfers between departments.
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- Properly sanitize blender cup, strainer, knives and pour spouts.
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- Check guests at the bar for proper identification.
- Detect and acts upon guest inebriation as trained.
- Demonstrates knowledge of liquor laws.
- Receive cash from guests, makes change, verifies validity of charges, records charges and ensures vouchers are properly executed.
- Lock up and stores all beverage products, food, equipment items, deposits and cash drops; secures bank.
- Perform general cleaning tasks to adhere to health and safety standards; keeps work area clean and organized.
- Arrange bottles and glasses to maintain an attractive display in the bar area.
- Wash and sterilizes stemware.

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#### Waitress/ Cashier , 05/2000 to 06/2002

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#### Summary

- Objective: Seeking a professional bartender position with your company, which will require me to utilize my skills, abilities and experience to contribute and assist in ensuring the company's success. Summary: Experienced TABC and Food Handler Certified Special Event Bartender/Cocktail Server of 7 years. Skill and Knowledge:
- Knowledge of principles and processes for providing outstanding customer and personal services

- Ability to multi-task
- Knowledge of food and beverage preparations, service standards, guest relations and etiquette
- Knowledge of the appropriate table settings and service ware
- Ability to stand for extended periods of time during a shift
- Ability to work shifts at off premise locations
- Possesses strong verbal and written communication skills
- Knowledge of beverage preparation and service of various alcoholic beverages
- Personal Characteristics:
- Professional demeanor in appearance
- Confident manner of speaking
- Willingness to engage with guests
- Mental flexibility to perform different roles day to day
- Sense of urgency to complete tasks and service guests in a timely manner
- Ability to work with a sense of urgency on behalf of the membership without disrupting the atmosphere of the dining room
- Effortlessly polite, patient and courteous at all times
- Interacts well and effectively communicate with members, guests and staff
- Maintains neat and professional appearance
- Ability to follow directions from a supervisor
- Ability to work fast and safely
- Possesses good coordination and balance
- Personable, responsible and willing to work in a team environment
- Ability to properly execute the POS system

Capable bartender that is passionate about serving in warm, efficient and courteous manner while exceeding customer expectations and maintaining poise and sense of humor in demanding environments. Looking to bring history of exceptional service to growing restaurant. Professional Bartender with extensive knowledge of spirits and intuitive ability to engage customers of all types. Friendly, open and committed to building customer base by providing positive service experience.

#### Interests

- License:
- TX Drivers
- Food Handler
- TABC

#### Highlights

- |                                      |                                     |
|--------------------------------------|-------------------------------------|
| • Accounting, Organizing             | • Multimedia                        |
| • Advertising, Organizational        | • Neat                              |
| • Basic, Policies                    | • Newsletters                       |
| • Brochures, POS                     | • Newspapers                        |
| • C, Presentations                   | • Preparing garnishes               |
| • Cashier, Press                     | • Basic math                        |
| • Closing, Press releases            | • Classic cocktails                 |
| • Conferences, PR                    | • Responsible alcohol service       |
| • Cooking, Processes                 | • Liquor, beer and wine knowledge   |
| • Credit, Promotion                  | • Staff management                  |
| • Make change, Public Relations      | • Beverage preparation              |
| • Clients, Publicity                 | • Food running                      |
| • Customer satisfaction, Quality     | • Hospitality service expertise     |
| • Customer Service, Radio            | • Performance improvement           |
| • Direct mail, Safety                | • Making change                     |
| • Documentation, Selling             | • Aloha POS                         |
| • Editing, Sales                     | • Fast learner                      |
| • Special events, Speeches           | • Creative mixology                 |
| • Exhibitions, Supervisor            | • Clear and effective communication |
| • Fast, Supervising                  | • New hire training                 |
| • Forms, Supervision                 | • Positive attitude                 |
| • Functional, Tables                 | • Food preparation and safety       |
| • Funds, Taxes                       | • Attending multiple customers      |
| • Health and safety standards, TV    | • Fluency in English                |
| • IDs, Television                    | • Customer service                  |
| • Image, Tops                        | • Reporting and documentation       |
| • Instruction, Website               | • Engaging personality              |
| • Insurance, Articles                | • Interpersonal skills              |
| • Maintain inventory, Annual reports | • Highly reliable                   |
| • Inventory                          | • Cash register operation           |
| • Law                                | • Able to bend, squat and reach     |
| • Legal                              |                                     |



- Market
- Marketing
- Meetings
- Money
- Sale expertise
- Handling difficult customers
- **TABC** license
- **FOOD HANDLER** license

#### Education

High School Diploma : 1993

Susan B. Dorsey High - City , State

Cosmetology , 1993

Career Academy Inc - City , State

#### Skills

• Accounting, advertising, basic, brochures, C, cashier, closing, conferences, cooking, credit, make change, clients, customer satisfaction, Customer Service, direct mail, documentation, editing, special events, exhibitions, fast, forms, functional, funds, health and safety standards, IDs, image, instruction, Insurance, Maintain inventory, inventory, law, legal, market, Marketing, meetings, money, multimedia, neat, newsletters, newspapers, Organizing, Organizational, policies, POS, presentations, press, press releases, PR, Processes, promotion, Public Relations, publicity, quality, radio, safety, selling, sales, speeches, supervisor, supervising, supervision, tables, taxes, TV, television, tops, website, articles, annual reports