**MARY SMITH**

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**OBJECTIVE**   
Seeking a position as a bartender with the Swan Lake Resort utilizing customer service expertise as well as extensive experience in the hospitality industry to ensure the resort’s success.

**KEY QUALIFICATIONS**  
• 3+ years’ progressive experience in diverse bar settings  
• TIPS training certified  
• Computer: MS Word and Excel  
• Bilingual: English and Spanish

**BARTENDING EXPERTISE**  
• Highly skilled in mixing, garnishing and serving drinks in keeping with bar’s specifications  
• Comprehensive knowledge of inventory on hand, drink mechanics, and drink pricing  
• Demonstrated ability to keep the bar organized, stocked and clean  
• Able to help guests in selecting menu items  
• Track record of taking and delivering orders quickly

**RELEVANT EXPERIENCE**

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| Denham Hospitality – Washington, DC **Bartender** | Apr 2011 – Present |

• Prepare and serve drinks and beverages to patrons following regular recipes  
• Mix ingredients such as soda, water, and sugar to prepare cocktails  
• Anticipate guests’ needs to decide if additional service is needed  
• Operate register and verification machines  
• Order required liquor and supplies  
• Display bottled goods and glasses to make smart look  
• Slice and pit fruit for garnishes  
• Collect money and give change for drinks served  
• Clean and sanitize bar and equipment and replenish supplies

Key Accomplishments:   
• Reorganized food and beverage serving procedures – increased efficiency by 30%  
• Customer Services Award – May 2011

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| Dave & Buster’s – Irvine, CA **Bar Server** | Jan 2010 – Apr 2011 |

• Mixed and served drinks to customers of the bar and dining room  
• Prepared garnishes for drinks  
• Cleaned the bar area and glassware

Key Accomplishments:   
• Interacted with patrons in a professional, welcoming, and hospitable manner which resulted 20% increase in client’s base  
• Attained Employee of the Month award – Jan 2011

**EDUCATION**  
Washington City College, Washington, DC  
Associate Degree in Hospitality  
• GPA: 3.2

**ADDITIONAL SKILLS AND CAPABILITIES**   
• Strong oral and written communication skills  
• In-depth knowledge of adhering to business standards for serving beverages  
• Possess a true desire to satisfy the requirements of others in a fast paced environment  
• Superb attention to detail