

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
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RELEVANT EXPERIENCE

Denham Hospitality – Washington,
DC

Apr 2011 – Present

Bartender

- 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
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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