

MICHELLE



SUMMARY

Highly motivated team player dedicated to providing the highest quality service. Confident, energetic, and thrives in a fast-paced environment where service is a priority and expectations are high. Enjoys taking on challenges and excels under pressure with a focus on guest satisfaction.

QUALIFICATIONS

- 14+ years in food and beverage industry including serving, bartending, and managing
- CPR Certified
- Proven ability to stand and lift heavy objects for a long period of time
- Knowledge of corporate standards of service and state alcohol standards

EXPERIENCE

FOOD AND BEVERAGE MANAGER

JAN 2019 – PRESENT

Manage casual fine dining restaurant and staff of 25 employees. Lead daily operations for Bistro restaurant, as well as assist in management for fine dining steakhouse and events. Manage & provide excellent service for our 500+ members, creating and enforcing SOP's, scheduling, menu production, recruiting and training, and inventory.

LEAD BARTENDER

NOV 2017 – FEB 2019

Drove bar sales at established restaurant and bar by creating hand-crafted cocktails, building relationships with visitors and training employees to ensure guest satisfaction.

LEAD BARTENDER, SUPERVISOR

APRIL 2017 – OCT 2017 (Seasonal)

Provided exceptional food and beverage service to more than 400 members by efficiently managing bar operations and a staff of 15 employees and supervising high volume banquets and events.

BARTENDER/BANQUET BARTENDER

MAY 2016 – OCT 2016 (Seasonal)

Created cocktails and provided exemplary fine dining services during tourist season in an upscale restaurant, servicing up to 400 people in a peak night. Assisted in set-up and servicing high volume private events resulting in guest satisfaction and requests to service additional events.

BARTENDER

MAR 2015 – MAY 2016

Built repeat customers by creating handcrafted cocktails for guests and providing fast-paced service in both the restaurant and on the golf course beverage cart

CLUB AND BANQUET BARTENDER

MAY 2010 – DEC 2014

Delivered high level of service to long standing club members by serving food, providing drink-pairing recommendations, creating cocktails, and executing club banquets and events

REFERENCES

Available upon request