

MICHELLE

██████████ Clearwater, FL 33764
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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

██████████ GOLF CLUB

JAN 2019 – PRESENT

Belleair, Florida

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

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NOV 2017 – FEB 2019

Indian Rocks Beach, Florida

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

██████████ COUNTRY CLUB

APRIL 2017 – OCT 2017 (Seasonal)

Saratoga, New York

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

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MAY 2016 – OCT 2016 (Seasonal)

Bar Harbor, Maine

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

██████████ GOLF COURSE

MAR 2015 – MAY 2016

Buffalo, New York

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

██████████ COUNTRY CLUB

MAY 2010 – DEC 2014

Buffalo, New York

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