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| **Andrew MCKENZIE**Customer care & cashier**SUMMARY / OBJECTIVES / PROFILE**

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| --- |
| Looking for the position of bartender in a challenging bar environment. Having five years bartending experience in top bars and restaurants across XYZ. providing responsible alcohol service, while facilitating great customer experiences. |

**Work EXPERIENCE**

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| --- |
| **Head Bartender, Orsay**  |
| Scottsdale, Arizona — 2012-2015 |
| **Responsibilities**: |
| * Developing excellent customer relations
* Responsible for the bar, ensuring all cash is counted and deposited
* Track of sales and buying combined with fine-tuning of promotions
* Communicating effectively with special care and other large group settings
* Maintaining full knowledge of the menu and promotions
* Concocts new drinks from time to time
* Coordination of staff working schedule
* Complying with federal and state food and beverage regulations
 |
| **Accomplishments:** |
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| * Ut enim ad minim veniam, quis nostrud exerc.
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| **Bartender, Dos Gatos** |
| Phoenix, Arizona — 2011-2013 |
| **Responsibilities:** |
| * Preparing alcoholic and non-alcoholic beverages for patrons
* Mixing and serving drinks to our guests’ specific wishes
* Interacting with customers in a friendly and courteous manner
* Receives payments (cash or credit card) and hands change to customers
* Assessing customer’s preferences and needs and making the appropriate recommendations
 |
| **Achievements:** |
| * Employer of the year Award - 2012
 |
| * Increased customer satisfaction level by 25%
 |
| * Personal customer service satisfaction level of 96%
 |

**EDUCATION**

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| **Bachelor of Business administration** |
| Northern Arizona University — 2010-2014 |
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| **Personal details** |
|  |
| 4594 – Fleming Way. |
| Flagstaff, AZ 23831 |
|  |
| T (123) 456 7899 |
| M 000 000 000 |
|  |
| brendan@smith.com  |

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| --- |
| **Professional Skills** |
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| Skill summary: |
| Customer care, good memory |
|  |
| Experienced bartender well versed with:  |
| Cocktail making, Inventory management and staff scheduling |
|  |
| Charismatic and confident bartender that cares  |

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| **Languages** |
|  |
| English |
| native language |
|  |
| Italian |
| Advanced: speaking, readingIntermediate: writing |
|  |
| Spanish |
| Intermediate: speaking, readingBasic: writing |

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| --- |
| **References** |
|  |
| Roger Lewis |
| T 000 000 0000 |
| email@address.com |
|  |
| James Moody |
| T 000 000 0000 |
| email@address.com |

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