

# JOHN SMITH

Columbia, MO 39769

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## EDUCATION

### Hotel & Restaurant Management Program

University of Missouri, Columbia, MO | Expected 2023

- Intern at Bleu Catering Company to increase knowledge of catered events
- Core course topics include accounting for restaurants, sales strategies, and kitchen operations

## KEY SKILLS

- Customer Service & Satisfaction
- Drink Order Preparation
- Efficiency Improvement
- Mixology
- Payment Processing
- Process Improvement
- Task Prioritization
- Team Collaboration
- Time Management
- Work Area Maintenance
- Workplace Safety & Security

## TECHNICAL SKILLS

- Squirrel and Micros POS systems

Bartender, server, and bar back with nearly three years' experience at popular local restaurants. Confidently suggest food and drinks to guests, drawing on strong knowledge of food and wine pairings. Trained in both front- and back-of-house operations.

## PROFESSIONAL EXPERIENCE

### Bartender / Server

Addison's American Grill, Columbia, MO | September 2022 to Present

- Recognized for maintaining excellent customer service on busy nights and with large parties
- Used suggestive selling methods to increase cover average and improve the guest experience
- Won "Employee of the Month" 3 times based on strong teamwork and high guest satisfaction scores

### Bar Back

Outback Steakhouse, Columbia, MO | July 2020 to September 2022

- Ensured the bar was well-stocked with ice, glasses, and alcohol during busy shifts
- Helped change kegs and clear the lines when needed
- Assisted bartenders with overall efficiency and customer service