

Anthony Gentile

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Dedicated and efficient professional with nearly five years of combined experience in the hospitality industry. Recent demonstrated success in a leadership support role, helping oversee a high-volume wine bar in Center City, Philadelphia. Committed to finding new ways to elevate the organization's performance and the customer experience.

Education

Associate's Degree – Business Administration

Philadelphia Community College,
Philadelphia, PA | 2018

- Completed academic program focusing on principles of leadership, management, and project implementation

Graduate

Benjamin Franklin High School,
Philadelphia, PA | 2016

Key Skills

- Advertising and promotions
- Conflict resolution
- Customer service and communications
- Efficiency improvement
- Food and beverage operations
- Guest relations and satisfaction
- Licensing requirements
- Mixology
- Training and mentoring

Professional Experience

Bartender

AJ's, Philadelphia, PA | July 2018 to present

- Take drink orders and pour and serve beverages to patrons of a popular local wine bar
- Collect and process customer payments in a high-volume service environment
- Clean and wipe down bar and work areas to ensure an organized, sanitary facility at all points

Highlights:

- Recently appointed to a leadership support role, helping train and mentor other bar staff; contributed to a period of improved morale and service quality despite challenges posed by the COVID-19 pandemic
- Introduced drink recipes that became the bar's No. 1 and No. 3 top-selling cocktail options

Host

GXP Restaurant & Bar, Philadelphia, PA | Summers 2015, 2016, 2017

- Welcomed and seated visitors at this Italian restaurant
- Gained strong skill in and appreciation for teamwork, efficiency, and customer service