

Jessica Lang

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Dedicated bar manager with nearly seven years of advancement and excellence. Strong leader who motivates staff to provide high-quality service experiences to customers. Focused on achieving and maintaining high profit, efficiency, and compliance with regulations. Expertly hone and adapt operations to new business conditions and priorities.

Education

Associate's Degree – Business Administration

Nashville State Community College, Nashville, TN | 2015

Graduate

Maplewood High School, Nashville, TN | 2013

Key Skills

- Advertising and promotions
- Conflict resolution
- Customer service and communications
- Efficiency improvement
- Food and beverage operations
- Guest relations and satisfaction
- Inventory management
- Licensing requirements
- Menu creation and enhancement
- Mixology
- Operations management
- Personnel supervision
- Policy enforcement
- Procedure development
- Seasonal event planning
- Shift scheduling
- Staff hiring and training
- Team motivation

Professional Experience

Bar Manager

CJ's Tavern, Nashville, TN | April 2018 to present

- Hired to maintain utmost service quality and efficiency of a popular local rathskeller
- Organize and facilitate private/special events, fostering relations with local organizations and repeat business with customers
- Train, schedule, and oversee a bar staff of 16

Highlights:

- Improved the customer experience by making strategic changes to décor, lighting, and music playlist that provided a more traditional "tavern" ambiance
- Devised a new scheduling system that made it easier for personnel to request time off and trade shifts. Measure helped reduce turnover by 8% while improving staff coverage on major holidays

Bartender

Hal's Pub, Nashville, TN | July 2015 to April 2018

- Prepared and served various drinks to patrons of a recently launched Irish pub and restaurant
- Coordinated with a team of hosts, barbacks, and servers to ensure a positive first impression and overall experience for new customers
- Thrived in a highly collaborative, fast-paced work setting