

Gary White

Bar staff

AREAS OF EXPERTISE

Hospitality

Bartending

Cocktail recipes

Customer service

Knowledge of food & beverages

Customer facing

PROFESSIONAL

First Aid certificate

ECDL

Spanish speaker

PERSONAL SKILLS

Fun personality

Smart appearance

Entertaining guests

PERSONAL DETAILS

Gary White
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Coventry
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DOB: 12/09/1985

Driving license: Yes

Nationality: British

PERSONAL SUMMARY

A bright, talented and hard working individual with a bubbly, friendly personality and the ability to work as part of a team. Possessing excellent communication & hospitality skills and a proven ability to ensure that all customer expectations are met during the bar experience and providing amazing hospitality to guests. Customer focused, highly organised with the ability to make cocktails & beverages to the required standards and ensure the bar area is always clean and organized.

Currently looking for a suitable bar staff position with an ambitious and rewarding company that offers excellent opportunities for development and career progression.

WORK EXPERIENCE

City Centre Bar – Coventry

BAR STAFF June 2008 - Present

Working under the general guidance of the Bar Manager, assisting in the smooth running of our bar area to deliver a high standard of service and customer satisfaction. Providing a visible presence to ensure that all customer requests and queries are responded to promptly and effectively.

Duties:

- Operating the till and taking cash.
- Serving customers from behind the bar, offering advice on drinks.
- Responsible for keeping the bar clean and tidy, collecting empty plates & glasses.
- Mixing cocktails for customers.
- Preparing the bar for service, restocking wines and spirits.
- Providing a professional, friendly and courteous service to all customers.
- Taking food orders from customers in the seated restaurant area.
- Delivering food and also drinks to customers at tables.
- Occasionally working at weddings, private parties & conferences.
- Dealing with guest complaints in a friendly and efficient manner.
- Ensuring all cash, charge, float and till procedures are carried out in accordance with company policy.

KEY SKILLS AND COMPETENCIES

- Good knowledge of wine, spirits and beers.
- High standards of personal presentation and customer service.
- Ability and willingness to work late nights & weekends.
- A great team player.
- Experience of serving large numbers of customers at large functions & events.
- Ability to work well within a busy, often fast-paced environment.
- Keen to learn and develop new skills.
- Able to work individually behind a bar.

ACADEMIC QUALIFICATIONS

NVQ Certificate in Hospitality (City & Guilds)

Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)

Coventry Central School 2000 - 2006

REFERENCES – Available on request.

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