

Raheem Richardson

Seattle, WA | (123) 456-7890
email@example.com
LinkedIn | Portfolio



Certified bartender with over three years of experience in the hospitality industry, increasing guest satisfaction scores by 15% through exceptional customer service, guest relations, and innovative mixology techniques. Identified creative solutions to improve the guest experience, leading to a 20% increase in repeat business and a 10% boost in upselling premium beverages.

Professional Experience

August 2023 - Present

Bartender

Starlight Pub, Seattle, WA

- Deliver exceptional service to over 100 patrons per day, coordinate bar operations, and maintain a 91% satisfaction rating
- Upsell specialty drinks and menu items, building positive relationships with patrons to generate repeat business
- Conduct forecasting and restocking for bar inventory and ensure strict adherence to sanitation standards

June 2021 - August 2023

Server

Starlight Pub, Seattle, WA

- Provided outstanding service to over 100 guests per shift and coordinated effectively with kitchen staff, bartenders, and hostesses during high-volume periods
- Educated patrons on menu items and daily specials, utilizing upselling techniques to exceed monthly sales goals by 20% and 30%

Education

Bachelor of Arts (B.A.) in Hospitality & Tourism

University of Washington, Seattle, WA | June 2021

Key Skills

Mixology



Communication



Upselling techniques



Guest relations



Inventory management



Certifications

- ServSafe Certification | June 2021