

# Michael Johnson

Banquet Bartender

San Francisco, CA

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LinkedIn

A dynamic banquet bartender with eight years of experience delivering outstanding service during high-volume events. A proven track record of creating and refining drink menus to maximize sales revenue. Adept at leading banquet teams and identifying opportunities to enhance bar operations.

## Professional Experience

### Lead Banquet Bartender

Hilton Union Square, San Francisco, CA

June 2019 - Present

- Oversee bar operations for over 400 large-scale events with up to 500 attendees and consistently achieve satisfaction ratings of up to 92% on guest surveys
- Create and implement innovative drink menus customized for individual events, resulting in a 24% increase in bar revenue
- Manage, build, and train over 20 banquet servers and bartenders, provide mentorship, and ensure compliance with service quality standards

### Banquet Bartender

The Fairmont, San Francisco, CA

June 2017 - May 2019

- Delivered exceptional bartending services for events hosting up to 450 guests, mixed and served a wide assortment of cocktails and specialty drinks, and achieved a 92% guest satisfaction rating
- Developed and implemented forecasting and inventory management processes to reduce waste by 11%, eliminating over \$2,500 in monthly costs

## Education

San Francisco State University, San Francisco, CA | June 2017

Bachelor of Science in Hotel and Restaurant Management

## Key Skills

Banquet and event bartending



Inventory management



Guest relations



Menu development



Staff development



## Certifications

**Certified Cicerone (CC)**

**Cicerone Certification Program | March 2019**

**Certified Beer Server (CBS)**

**Cicerone Certification Program | May 2017**