



MARISA RAY

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Los Angeles, CA 90004

PROFESSIONAL SUMMARY

Efficient Cocktail Waitress/ Bartender offering eight years experience serving alcoholic beverages within a nightclub, and bar/restaurant setting, with extensive knowledge on bar procedures and liquor laws. Strong knowledge of service industry best practices and bar operations. Energetic and industrious with demonstrated success in building patron rapport to cultivate loyalty and drive sales.

SKILLS

- Aloha, MICROS, OPENTABLE POS
- Highly reliable
- Fast learner
- Liquor, beer and wine knowledge
- High-volume dining
- Teamwork / Collaboration
- Food Delivery
- ServSafe and TIPS certified
- Clear and effective communication
- Up-selling capability
- Thrives in fast-paced environment
- Cash handling
- Classic cocktails
- Beverage preparation
- Engaging personality
- New hire training

WORK HISTORY

Bartender | Sunny's Saloon - Los Angeles, CA 04/2019 - CURRENT

- Engaged in friendly conversation with guests to build rapport and facilitate repeat business
- Maintained accuracy and efficiency when processing sales transactions
- Demonstrated awareness of liability issues by confirming legal drinking age and discontinuing service to intoxicated guests
- Ensured customer satisfaction by responding quickly to orders and distributing in timely manner
- Kept accurate inventories and notified management of ordering needs for liquor, beer, wine and bar supplies
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands
- Promoted products to customers to enhance bill totals with high-profit items
- Prepared mixed drinks and poured wine, beer and nonalcoholic beverages for average of 80-100 patrons per shift

Cocktail Waitress/ Bottle Service | Slate NY - New York, NY 02/2017 - 04/2019

- Maintained clean and organized bar area, including bar tables and chairs
- Ensured superior service and efficiency at all times
- Anticipated guest needs and provided proactive service

- Served alcoholic and non-alcoholic beverages in bar environment
- Built solid rapport with many frequent patrons to cultivate guest loyalty
- Maintained accuracy and efficiency when processing sales transactions
- Monitored guests for intoxication and immediately reported concerns to management
- Maintained customer satisfaction with timely table check-ins to assess drink or other needs
- Educated customers on drink specials and inventory availability, increasing Bottle sales by 20%

Cocktail Waitress/ Bottle Service | The Park - New York, NY 08/2016 - 07/2018

- Educated customers on drink specials and inventory availability, increasing bottle sales by 80%

Cocktail Waitress- Seasonal | Casa Lever-Park Avenue - New York, NY 04/2017 - 10/2017

Cocktail Waitress | Society Billiards - New York, NY 07/2015 - 08/2016

Server/Bartender | Del Frisco's Grille - Tampa, FL 03/2014 - 07/2015

EDUCATION

Vassar College, Poughkeepsie 2014
Bachelor of Arts: Political Science

Steinbrenner High School, Lutz, FL
High School Diploma:

CERTIFICATIONS

ServSafe: food handlers
 TIPS certified
 Bartending License