lamb.sarah1178@gmail.com

207-254-9847

Victor, ID 83455

Skills

- Identification Verification
- Service-Oriented Mindset
- Responsible Alcohol Service
- Handling Difficult Customers
- Cocktail List Development
- Inventory
- Able to Stand 12 Hours
- Anticipating Guest Needs
- Point of Sale Systems
- Excellent Judgment
- New Hire Training
- Courteous
- Engaging Personality
- Safe Serving Knowledge
- Staff Management

Education And Training

05/2021
Gorham High School
Gorham, ME

01/2003
Massage Therapy License:
General Studies
Pierres School Of Cosmetology
Portland, ME

01/1998
High School Diploma:
Southern Maine Community College
South Portland, ME

01/2023

SARAH LAMB

Summary

Customer-oriented Bartender offering 29-year background preparing and serving alcoholic drinks. Versed in maintaining liquor stock, keeping bar clean and assessing customer needs. Friendly and upbeat individual possessing outstanding dexterity coupled with first-rate multitasking and customer service abilities.

Experience

Dornans Spur Bar - Bartender
Moose, WY
05/2023 - Current

- Greeted customers and provided excellent customer service.
- Prepared alcoholic and non-alcoholic beverages according to recipe standards.
- Ensured proper sanitation of bar area, glassware, utensils, and equipment.
- Greeted frequent visitors by name and explained new promotions.
- Monitored customer drink levels and suggested additional drink purchases at appropriate times to boost sales.
- Carefully inspected identification of customers to verify age requirements for purchase of alcohol.
- Arranged bottles and glasses behind bar to make attractive displays.
- Managed accurate bar tabs and processed cash and credit card transactions.
- Made friendly conversation with customers to provide enjoyable bar experience.
- Remained calm and poised during busy periods, promoting great customer service to guests.

The Thirsty Whale Bar & Restaurant - Bartender
Bar Harbor, ME
03/2022 - 11/2022

- Greeted customers and provided excellent customer service.
- Prepared alcoholic and non-alcoholic beverages according to recipe standards.
- Ensured proper sanitation of bar area, glassware, utensils, and equipment.
- Maintained inventory of liquor, beer, wine, and other beverage items.
- Processed payments accurately and efficiently with POS system.
- Kept track of all orders made by customers and communicated them promptly to kitchen staff.
- Stocked ice bins and coolers as needed throughout shift.
- Monitored guests' alcohol consumption levels to prevent over-intoxication or underage drinking.
- Resolved customer complaints in a professional manner.
- Adhered to state regulations regarding serving alcohol responsibly.
- Managed cash drawer at the end of each shift ensuring accuracy of funds received.

DiMillo's On The Water - Bartender
Portland, ME
03/2015 - 12/2019

- Stock the bar with beer, wine, and liquor, as well as ice, glassware, and napkins.Work well under pressure in a fast-paced environment with lots of distractions and interruptionsInteract with a wide range of people from all over the world on a daily basis.Created new signature cocktails to help promote the bar's brand and boost profits
- Kept accurate inventories and notified management of ordering needs for liquor, beer, wine and bar supplies
- Applied excellent organizational and multitasking abilities to handle simultaneous customer, team and business needs while avoiding unnecessary delays or errors
- Upsold menu items to guests, driving up per sale revenues and maximizing profits
- Assisted servers with specialty drink orders
- Stayed up to date on state laws regarding alcoholic beverage services and maintained 100% compliance for inspections

DiMillo's On The Water - Banquet Supervisor
Portland, ME
03/2015 - 12/2018

- Observed food preparation, production, and plating for quality control
- Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business
- Oversaw timeliness and quality of food delivery at high-volume events
- Prepared bills and collected credit card, cash and gift certificate payments
- Kept track of event finances, including initial deposits, due payments and final balances
- Assisted with various banquet food stations, set up and service to multiple dining areas

Fore Play Sports Pub - Assistant Manager Bartender
Portland, ME
02/2004 - 10/2014

- Engaged in suggestive selling and other sales techniques
- Set up advertising signs and displays on bar and tables
- Maintained secure cash drawers, promptly resolving any issues
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands
- Worked closely with other bartenders to ensure safe nd prompt service to over 200 customers nightly
- Consulted with management to organize special events and promotions such as trivia nights to bring in new customers

Bar Harbor Beer Works
Bar Harbor, ME

- Relayed orders to the kitchen by accurately recording guest choices and entering them into the register
- Double-checked guests' identification before serving alcoholic beverages
- Maintained customer satisfaction with timely table check-ins to assess drink or other needs
- Assisted servers and guests with beer selections For 33 tap lines

- Managed a 15 seat bar and service bar with 8 servers
- Kept up with menu changes so that I could provide current and accurate information, answer questions, and assist customers in making the best meal choices based on their preferences
- Was in charge of collecting payment for the food and drinks served, balancing cash receipts, and keeping track of the cash drawer.