

RACHATAWAN VEYROJ

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Summary

Experienced Bartender with 10+ years of experience in field. Strong ability to improve team performance and grow bar sales through exceptional customer service and leadership skills.

Reliable and hardworking Bartender familiar with working alone or with team to serve more than 100 customers per shift.

Experienced overseeing complex server waitstaff, food delivery and customer support operations. Thriving interpersonal and multitasking skills honed in fast-paced environment.

Maintain smooth, efficient and profitable bar by consistently meeting customer needs while controlling costs.

Knowledgeable about all types of beer, liquor and mixed drinks. ServeSafe -certified and TIP certification and experienced in monitoring guests for signs of extreme intoxication.

Skills

- 10+ years progressive experience
- Proficient in mixology
- Safe serving knowledge
- Suggestive selling
- Outstanding customer service
- Alcohol ordering
- Cash and credit transactions
- Food service
- Extensive beer knowledge
- Extensive wine knowledge
- Cocktail list development
- Extensive spirits knowledge

Experience

Bartender | Westin gateway Arlington - Arlington, VA | 10/2019 - Current

- Confirmed customers' ages for alcohol service and discontinued service to intoxicated guests.
- Checked identification of customers to verify age requirements needed to purchase alcohol.
- Advertised, marketed and recommended drink options to guests to increase guest satisfaction.
- Created list of signature beverage items to increase overall revenue and patron loyalty.

Bartender(Volume Bar, Weekend Bar) | Clarendon Ballroom/Spider kelly - Arlington , VA | 03/2015 - Current

- Provided positive and knowledgeable responses to guest questions and desires.
- Collected and organized more than \$7,500 in gross revenue and tips per shift 6-8 hour basis.
- Managed bar area, including cocktail design and menu, inventory, regulation compliance and customer relationships.
- Monitored patrons to keep alcohol consumption at designated levels.
- Engaged in small talk with patrons to build rapport and earn repeat business.
- Set up banquet bars, stocked all supplies and put together table arrangements for each event.

Cocktail Server | Trump International Hotel - Washington DC, DC | 03/2018 - 10/2019

- Checked identification prior to serving.
- Suggested cocktail choices based on customer preference, daily specials and inventory availability.
- Welcomed guests with personable attitude and smile, offering to bring beverage orders while reviewing menu options.
- Applied safe food handling and optimal cleaning strategies to protect customers from foodborne illness and maintain proper sanitation.

Bartender | Westin Gateway Arlington - Arlington , VA | 04/2015 - 02/2018

- Confirmed customers' ages for alcohol service and discontinued service to intoxicated guests.
- Checked identification of customers to verify age requirements needed to purchase alcohol.
- Designed and implemented new cocktails to drive customer interest and sales numbers.
- Created list of signature beverage items to increase overall revenue and patron loyalty.

Bartender | Marriott Tyson corner - Tysons Corner, VA | 04/2013 - 02/2014

- Confirmed customers' ages for alcohol service and discontinued service to intoxicated guests.
- Checked identification of customers to verify age requirements needed to purchase alcohol.
- Ordered and maintained inventory of bar products, including alcohol, soft drinks and supplies to drive high volume of sales.
- Advertised, marketed and recommended drink options to guests to increase guest satisfaction.

Bartender and Manager | Tara temple - Arlington, VA | 10/2008 - 12/2013

- Evaluated operational trends and made proactive strategy adjustments to maintain alignment between performance and objectives.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.
- Confirmed customers' ages for alcohol service and discontinued service to intoxicated guests.

Education

Kirk University Bangkok Thailand

Bachelor of Advertising And Public Relation

- Member of Thai Embassy of Washington DC ,PR campaign
- B.A.