

MIKE

Zambia

Professional Statement

Energetic person with years of experience creating customers' favorite concoctions and memorable experiences. I am looking for the next step in my customer-oriented career as I seek to share the values of energy, discovery, and community where guests and staff become family.

Experience

BARTENDER | THE BLACK POINT BAR | LUSAKA

AUG - DEC 2024

- Exceeded sales targets by 9%, leveraging a vast knowledge of drink options coupled with a personable approach
- Built rapport with guests, offered tastings, and delivered drinks quickly, selling 17% more than other bartenders
- Ensured that all guests felt welcome and were given responsive, professional, and gracious service at all times
- Cleaned and organized the bar area in keeping with the restaurant's philosophy, culture, and standards of excellence

WAITER | MEATOPIA | LUSAKA

MAR 2023 - JUL 2024

- Created a welcoming and positive environment for diners and guests, receiving Employee of the Year Award in 2016
- Coached junior servers in hospitality, increasing sales by 16%
- Exceeded sales targets by 7% by up-selling appetizers and drinks based on specific tastes and interests of diners
- Distributed tips to staff, and oversaw closing processes

Other Experience

- Promoted the loyalty program to customers, adding about 20 customers per week to the store email campaign Trained 3 associates on best practices to up-sell merchandise and reduce returns and exchanges.
- Provided prompt, accurate, and exceptional service while ensuring that customers did not have to wait for checkout
- Managed a 4% return rate, 14% below target estimates, by staying on top of product knowledge and assisting customers with a positive attitude and can-do attitude

Education

Nelson Mandela Secondary School

2022

Grade: 12 certificate

Zambia Institute for Tourism Studies

Obtained a certificate in (Bartender/ waiter)

2023

Key Skills & Abilities

- Customer Service
- Accountable
- Time Management
- Organized
- Budgeting
- Leadership
- Results-oriented

Language

- English

Hobbies

- Reading
- Learning new skills
- Learning other languages