MARLON MUIR

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EDUCATION

High School Diploma, 2002
Anchovy High School - Anchovy, Jamaica

Some College (No Degree) : Hospitality
Montego Bay Community College - Montego Bay, Jamaica

National Restaurant Association ServSafe Food Protection Manager Certification

REFERENCES

References available upon request.

SUMMARY

Senior bartender and beverage operations professional with more than two decades of experience in luxury hospitality, including supervisory roles in high-volume resorts and private villa environments. Strong expertise in mixology, specialty coffee, staff training, inventory management, and service excellence, with a reputation for consistency, leadership, and guest satisfaction.

SKILLS

Beverage and Bar Operations
- Cocktail creation and mixology (classic and contemporary)
- Wine, beer and spirits expertise
- Specialty coffee and espresso preparation
- Inventory control, ordering and stock rotation
- Menu development and beverage pairing recommendations

Leadership and Team Supervision
- Staff training, mentoring and onboarding
- Shift leadership and service coordination
- Cost control, waste reduction and efficiency improvement

Operations, Safety and Compliance
- POS systems and cash reconciliation
- Health, safety and sanitation compliance
- Opening and closing procedures
- Calm incident response under pressure

Guest Experience
- High-end and VIP guest service delivery
- Personalised service and guest engagement
- Upselling and suggestive selling techniques
- Complaint resolution and service recovery

EXPERIENCE

Bartender/Barista, 02/2024 - 05/2026
Fonville Press Market Cafe - Alys Beach, FL

- Delivered high-quality specialty coffee, espresso beverages, cocktails, beer, and wine in a fast-paced café and bar environment
- Operated confidently in a dual bartender–barista role, adapting service flow during peak periods
- Maintained consistent beverage quality, presentation, and hygiene standards across bar and coffee stations
- Provided exceptional guest service, building repeat customer relationships through product knowledge and engagement
- Managed POS transactions, cash handling, and shift reconciliation with accuracy
- Supported opening and closing procedures, including setup, breakdown, and station readiness
- Assisted with inventory monitoring and restocking to ensure uninterrupted service

Bartender/Server, 08/2022 - 11/2023
Quaterdeck - Hilton Head, SC

- Delivered high-quality bar and table service in a fast-paced, high-volume restaurant environment
- Engaged guests through knowledgeable beverage recommendations, explaining flavor profiles and pairing options
- Ensured responsible alcohol service, verifying identification and monitoring guest consumption
- Managed POS transactions and cash reconciliation, maintaining accuracy at end of each shift

Response Team Officer, 01/2021 - 05/2022

Hawkeye Security - Montego Bay, Jamaica

- Responded promptly to security alerts and emergency situations, ensuring safety of people and property
- Conducted mobile patrols and site inspections to identify risks and prevent incidents
- De-escalated incidents professionally, maintaining calm authority under pressure
- Completed clear incident reports and documentation in line with company procedures

Head Butler, 04/2020 - 12/2020

Villa Rosa - Montego Bay, Jamaica

- Served as the primary point of contact for villa guests, delivering personalised luxury service, anticipating needs, and ensuring exceptional guest satisfaction throughout stays
- Managed all aspects of guest experience and villa operations, including greetings, orientation of villa amenities, and ongoing concierge support
- Coordinated and executed guest requests — from in-villa dining arrangements and beverage service to booking transportation, excursions, and special activities
- Collaborated closely with villa staff (chef, housekeeping, grounds, laundress) to ensure seamless, high-quality service delivery and adherence to luxury standards
- Maintained discretion, professionalism, and confidentiality while interacting with high-net-worth clients and their families
- Oversaw daily villa readiness, including presentation of guest areas, service flow, and replenishment of supplies
- Demonstrated strong local knowledge and provided personalised recommendations and reservations for dining, activities, and entertainment

Bartender/Server, 02/2013 - 03/2020

Ritz Carlton Grand Cayman - Grand Cayman, Cayman

- Delivered five-star bar and dining service in a luxury hotel environment, consistently meeting Ritz-Carlton service standards
- Prepared and served craft cocktails, wine, draft and bottled beer, demonstrating strong product knowledge and attention to presentation
- Maintained in-depth knowledge of menus and beverage offerings to provide personalised recommendations and upselling
- Managed bar inventory, stock rotation, and replenishment to support uninterrupted service
- Coordinated closely with kitchen and service teams to ensure timely and seamless guest experiences
- Maintained responsible alcohol service practices, hygiene standards, and guest satisfaction in a high-volume setting

Bartender/Server, 11/2006 - 01/2013

Ritz Carlton Rose Hall - Montego Bay, Jamaica

- Delivered consistent five-star bar and dining service in a luxury resort environment
- Prepared beverages and provided knowledgeable menu and pairing recommendations
- Managed cash handling and end-of-shift reconciliation with accuracy
- Maintained organised bar storage and service readiness in a fast-paced setting

Bar Supervisor, 03/2010 - 07/2012

Half Moon Hotel - Montego Bay, Jamaica

- Developed and launched a signature cocktail menu, increasing guest engagement and repeat visits
- Implemented service and operational improvements that enhanced customer satisfaction and consistency
- Oversaw cash handling, register reconciliation, and daily deposits, resolving discrepancies accurately
- Actively participated in mixology and beverage training programs, expanding knowledge of spirits, wine, and beer
- Conducted regular equipment inspections and quality checks to ensure safety, reliability, and service readiness

Bartender Supervisor, 01/2006 - 11/2006

Sandals Inn Montego Bay Jamaica - Montego Bay, Jamaica

- Introduced precision pouring and waste-reduction practices, contributing to reduced liquor costs and improved inventory control
- Supervised bar staff during service, ensuring consistent quality, efficiency, and adherence to brand standards
- Planned and coordinated special events and themed promotions, increasing guest engagement and beverage revenue
- Resolved guest issues and complaints promptly and professionally, maintaining high satisfaction levels
- Maintained hands-on service leadership by preparing and serving beverages in line with standard recipes and procedures

Bartender, 01/2003 - 07/2005

Sandals Royal Montego Bay - Montego Bay, Jamaica

- Delivered professional bar service, preparing beverages and providing informed menu recommendations
- Maintained responsible alcohol service standards, including ID verification and guest monitoring
- Managed cash handling, inventory checks, and daily bar requisitions