Joan Navarrete

8134014878 . jnavarrete@icloud.com . Tampa, FL 33614

SUMMARY

Versatile Bartender with 20 years of hands-on experience using correct techniques and liquid measurements to expertly prepare alcoholic drinks. Creative and artistic team player with updated knowledge of menu items. Dedicated to providing positive customer experience to build loyal customer base.

SKILLS

- Extensive Spirits Knowledge
- Outstanding Customer Service
- Proficient in Mixology
- Problem Solving

Experience

04/2015 to 05/2022 Bartender Shift Manager. La Cava IBIZA. SPAIN

- Supervised cleanliness of guest service areas before, during and after service.
- Placed weekly liquor orders and performed weekly liquor counts, maintaining adequate inventory.
- Motivated team by giving constructive feedback to deliver exceptional patron experiences to clientele.
- Monitored daily checklists and side worksheets to keep other bar staff members on task.
- Maintained knowledge of bar and menu options to prepare drinks and make food recommendations.
- Managed bar area, cocktail design and menu and handled inventory, regulation compliance and customer relationships.
- Recommended food and drinks to patrons based on preference, pairings and special promotions.
- Balanced daily registers and generated sales reports for management.
- Planned and coordinated special events to boost customer numbers and profits.
- Stayed up-to-date on latest mixology trends, bar equipment and sanitation standards.
- Completed regular bar inventories and daily requisition sheets.
- Trained new bartenders on drinks preparation and upselling techniques.
- checked identification of guests to verify age requirements for alcohol purchase.

07/2011 to 01/2015 Bartender. Fred Olsen Cruise Lines

- Managed bar area, cocktail design and menu and handled inventory, regulation compliance and customer relationships.
- Stayed up-to-date on latest mixology trends, bar equipment and sanitation standards .
- Maintained knowledge of bar and menu options to prepare drinks and make food recommendations.
- Prepared cocktails from bar recipes and served wine, draft and bottled beer.
- Mixed and served both alcoholic and non-alcoholic drinks for patrons by following standard recipes and procedures.

EDUCATION AND TRAINING

07/1999 JD Tourism And Hospitality. Escuela De Altos Estudios De Hotelería Y Turismo.
07/2022 Certificate of Florida Alcohol Seller Server Course.

LANGUAGES

ENGLISH . SPANISH . GERMAN