

# TIANA DURHAM

Bar Server

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(188) 855-8011

123 Maple St, Boise, ID



## PROFILE

Dedicated Bar Server with 1 year of experience providing exceptional customer service in fast-paced environments. Proficient in crafting cocktails, processing payments, and maintaining a clean and organized bar area. Strong multitasking and communication skills, focused on creating a welcoming atmosphere and ensuring customer satisfaction. Committed to adhering to safety and hygiene standards.

## LINKS

[linkedin.com/in/tianadurham](https://www.linkedin.com/in/tianadurham)

## SKILLS

Mixology

POS Operation

Draft System Maintenance

Wine Knowledge

Cocktail Creation

Inventory Management

Customer Engagement

## LANGUAGES

English

Indonesian

## HOBBIES

Mixology and experimenting with cocktail recipes

## EMPLOYMENT HISTORY

### Bar Server at The Drink Slingers, ID

Apr 2023 - Present

- Successfully increased overall sales by 15% within a six-month period through exceptional customer service and upselling techniques, resulting in higher revenue for The Drink Slingers.
- Streamlined drink preparation process, reducing average wait time for customers by 25% and enhancing customer satisfaction rates.
- Developed and implemented a new cocktail menu that boosted sales by 10%, receiving positive feedback from both regular and new patrons.
- Trained and mentored four new bar servers, improving overall team efficiency and ensuring consistent service quality across the establishment.

### Bar Server Assistant at The Tippy Tenders, ID

Sep 2022 - Mar 2023

- Successfully increased overall bar revenue by 15% within the first six months of employment by efficiently managing inventory, optimizing drink preparation time, and providing exceptional customer service to patrons at The Tippy Tenders, ID.
- Streamlined the drink preparation process, reducing average wait time for drinks by 25% and significantly improving customer satisfaction ratings, resulting in a 20% increase in repeat customers during peak hours.
- Implemented a new inventory tracking system that reduced waste by 30% and lowered overall supply costs by 10%, contributing to increased profitability for The Tippy Tenders, ID.

## EDUCATION

### Diploma in Bartending and Mixology at Boise Bartending Academy, Boise, ID

Aug 2018 - May 2022

Relevant Coursework: Bartending Techniques, Mixology Principles, Alcoholic and Non-Alcoholic Beverages, Cocktail Creation, Wine and Beer Knowledge, Customer Service, Bar Management, and Responsible Alcohol Service.

## CERTIFICATES

### Certified Bartender (CB)

Sep 2021

### Wine & Spirit Education Trust (WSET) Certification

May 2020