

Betsaida Coners

Cocktail Server

✉ betsaida.coners@gmail.com

☎ (544) 727-2491

📍 123 Main St, Des Moines, IA 50309

EDUCATION

Certificate in Bartending and Mixology at Iowa School of Bartending and Mixology

Sep 2018 - May 2022

Relevant Coursework: Bartending Techniques, Mixology Principles, Classic and Modern Cocktails, Bar Equipment and Set-up, Customer Service, Responsible Alcohol Service, and Drink Pairing.

LINKS

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

SKILLS

Mixology

Tray-balancing

Order-memorization

Upselling

Wine-pairing

Allergen-awareness

Customer-engagement

LANGUAGES

English

German

HOBBIES

Mixology and experimenting with new cocktail recipes

PROFILE

Dedicated and customer-focused Cocktail Server with 1 year of experience providing exceptional service in fast-paced hospitality environments. Proficient in expertly crafting and serving a wide variety of cocktails while skillfully upselling and building rapport with customers. Committed to maintaining a clean and organized bar area and ensuring guest satisfaction. Strong multitasker with excellent communication and interpersonal skills, ready to excel in a dynamic team.

EMPLOYMENT HISTORY

● Cocktail Server at Jumer's Casino & Hotel, IA

May 2023 - Present

- Successfully increased beverage sales by 15% within the first six months of employment through upselling techniques and personalized recommendations, contributing to overall growth in the casino's revenue.
- Consistently maintained an average of 98% customer satisfaction rating over a one-year period by providing exceptional service, prompt order delivery, and swift conflict resolution, resulting in an increase in repeat customers.
- Streamlined the ordering and delivery process for large events, reducing the average time from order placement to fulfillment by 25%, enhancing the overall guest experience and receiving positive feedback from both event organizers and attendees.

● Cocktail Server Assistant at Prairie Meadows Casino, Racetrack & Hotel, IA

Jul 2022 - Mar 2023

- Successfully assisted in serving over 500 guests during a high-profile event, ensuring prompt and accurate delivery of orders while maintaining exceptional customer service standards.
- Streamlined the cocktail preparation process by implementing a new organization system for garnishes and supplies, resulting in a 20% reduction in wait times for guests and increased efficiency for bartenders.
- Trained and mentored three new Cocktail Server Assistants, providing guidance on best practices and Prairie Meadows Casino, Racetrack & Hotel policies, leading to a 15% improvement in overall team performance.
- Received consistent positive feedback from guests and management, contributing to a 10% increase in repeat business and being recognized as "Employee of the Month" twice within a one-year period.

CERTIFICATES

Certified Mixologist (CM)

Dec 2021

Wine & Spirit Education Trust (WSET) Certification

Jun 2020