

# Meagan Jefferson

## Summary

I am a bartender with more than seven years experience in a variety of settings including sports bars, fine dining and neighborhood restaurants. I am skilled in multiple positions such as assistant general manager, bar manager, bartender, server and host. My goal is to achieve excellent customer satisfaction by maintaining speedy service along with a personable and friendly demeanor; paying close attention to detail, and recognizing the needs of each customer as an individual. Customer service is providing a unique and pleasurable experience for each guest; and I believe it to be the key to the success of any establishment.

## Highlights

- liquor, wine and beer knowledge
- extensive drink recipe knowledge
- food and beverage pairing
- high volume bar experience
- fine dining experience
- quick retention of menu items
- great up-sell mentality
- marketing, advertisement and design
- inventory control / ordering
- interviewing and hiring
- paperwork and cash drawers
- ALOHA systems knowledge
- scheduling
- FOH/BOH managing

## Experience

### **Assistant General Manager / Bartender, 03/2010 - 01/2013**

**Mafiaoza's** – Mountain Brk, AL

One of two fine dining New York Style Pizzarias, specializing in an extensive list of wines and craft beers to be paired with gourmet pizzas, salads and charcuterie plates. Alongside customer service via bartending, serving and hosting, I managed front of house duties including: comps/voids, inventory control, scheduling, and closing. Back of house duties included: paperwork, systems management and cash drawers. In addition, I coordinated marketing and promotional events for the store including: menu design, web design, event fliers, invitations and specials lists.

### **Bartender / Late Manager, 01/2008 - 07/2011**

**On Tap Sports Bar** – Birmingham, AL

As main closing bartender (five nights/week), I performed all duties of closing manager including: employee comps / voids, checkouts and clock-outs. I also settled paperwork, did money drops and daily numbers. In addition to primary responsibilities, I coordinated events, promotions and public relations for the store. Using photography, graphic design and photoshop, I created recipe/bar manuals, fliers, marketing and advertisement materials.

### **Bar Manager, 04/2005 - 08/2006**

**Alabama Coach Company** – Montevallo, AL

As part of the Grand Opening team, I performed multiple tasks in this unique college bar and grill. I planned and priced menu items for the bar and kitchen, coordinated special events and catered parties, designed menus and all advertisement products, ordered products / inventory, scheduled and hired new employees, and ran a very successful, high-volume bar.

## Education

**2007 University of Montevallo** – Montevallo, AL, USA

**Associate of Science** Art; 35mm photography; Design