

Rebecca A. Wachtman

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- **Dedicated Bar Manager, Bartender, Server, Trainer and Restaurant Administrative Assistant with 10+ years of experience** in fast paced, casual and fine dining food service settings. Extensive background in customer-oriented service and business development, including marketing and promotions.
- **Respected leader in both front of the house operations and support of the back of the house.** Consistently looked for ways to support and nurture both the restaurant and guests at all levels, including leading by example and ensuring the execution of all store operations policies.

Areas of Expertise

*Guest Service Excellence
Menu Design and Execution
Special Event Planning*

*Customer Satisfaction Enhancement
Front - End Supervision
Complaint Handling Resolution*

*Teambuilding & Training
Vendor/Inventory Management
Marketing/Social Media Outlets*

Professional Experience

Pueblo Chico Inc. /Sir Vesa's Mexican Grill – El Dorado Hills, CA

Bar Manager, 08/11 to 05/12

Bartender/Server, 03/08 to 09/09

Hired as a bartender to service bar guests and restaurant of 170 person capacity. Began overtaking bar manager functions in August 2011, while still maintaining bartending/server responsibilities. Selected Contributions:

- Promoted to bar manager position to design and develop premium liquor cocktail menus; re-established relationships and worked with various liquor, wine and beer reps.
- Successfully implemented new cost control measures to cut bar costs and increase profitability.
- Charged with and successfully completed weekly promotions through special events and daily specials, specifically through web-based mediums and social networking sites.
- Fostered an environment in which staff developed and maintained a regular clientele.

McCormick & Schmick's Seafood – Roseville, CA

Bartender, 01/09 to 06/10

Part of the opening bartending team to the Roseville, CA location. Maintained high standards in guest satisfaction and retention. Selected Contributions:

- Continually selected to create and execute new cocktails to be included on evolving daily menus.
- Along with only two other bartenders, successfully and with professionalism, managed to uphold strict guest satisfaction on weekends and holidays where sales exceeded \$25,000.00 for the night.

Chili's Grill and Bar – West Roseville, CA & Folsom, CA

Bartender, 07/01 to 12/03 and 01/07 to 09/08

Administrative Assistant, 11/00 to 11/01 and 02/07 to 08/07

Trainer, 01/00 to 12/03 and 01/07 to 09/08

Server, 02/99 to 07/01

Hired as a bartender at the Folsom location and quickly became noticed as a leader, being promoted to service trainer. Throughout employment, working under 5 different general managers, was promoted to Administrative Assistant and eventually opened the West Roseville, CA store location as both Administrative Assistant and lead bartender. Selected Contributions:

- Supported management team in all functions of managerial duties including employee scheduling, server and bartender cash outs, handling guest complaints and vendor relationships.
- Throughout employment, was able to acquire and maintain a regular clientele, where bar area was full on most nights with regulars.
- Responsible for weekly liquor, wine and beer inventory; placing liquor, wine and beer orders.