

# 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.

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## 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*

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## 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.

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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.

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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.