



## **Okolo Chuluunbat**

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### **Profile:**

I'm an enthusiastic, honest, responsible professional server with strong customer service, teamwork, and interpersonal skills seeks a full-time or part-time bartender and server position.

I have excellent skills in time server, with the ability to efficiently handle numerous tasks simultaneously.

### **Professional experience:**

Server: Nombe Izakaya, San Francisco, CA (2013)

- A real Tokyo style restaurant serves small plates and alcohol beverage
- Suggest customers with a variety type of sake with food pairing
- Removed plates and cleaned tables before serving next course
- Helped kitchen staff in food, salad, sauce and dressing preparation
- Upsell using a knowledge of a food and sake pairing
- Make each customer experience special and ensure they're having a great experience

Bartender/ Cocktail server: Chelsea Place, San Francisco, CA (2011-2013)

- Local bar provides beer, liquor, wine and mixed drinks
- Verify patrons' identification to make sure that they meet min age needs for use of alcoholic beverages

- Ensure entire bar area, including bar top, floors, tables, and stools are clean and free of clutter at all times
- Mixed ingredients to prepare cocktails and other drinks
- Assisted bartenders by stocking and restocking them with glasses, ice, liquor, garnishes and other supplies

Server/Cashier: Zabu Zabu Japanese Restaurant, Berkeley, CA (2011-2013)

- Responsible for all aspects of running the restaurant including handling cash
- Handle customer complaints and always ensured customers left with a smile
- Perform stocking duties and inventory maintenance before, during, and after every shift
- Cleaning, making salad bar and cooking if necessary

Bartender/ Server: O'chame Restaurant, Berkeley, CA (2008-2011)

- Working in this busy one of top 100 fine dining restaurant in bay area as a server and bartender since last two years
- Exceptional interpersonal and team building skills with an aptitude for building rapport with a diverse range of customers, managers and colleagues; talent for quickly resolving issues prior to escalation
- Utilize knowledge of the food menu, sake, wine & liquor menu, ingredients in specialty drinks to make the perfect recommendation for each customer
- Responsible for closing duties, restocking beer/liquor bottles, cleaning and garbage disposing

Bartender/ Cocktail server: Young San Lounge, San Francisco, CA (2007-2008)

- Provided timely food/drink service in courteous manner
- Mix and serve a wider variety of beverages by combining ingredients such as liquors, soda, water, sugar, bitters and fruit garnishes
- Professionally maintained service station and working area at all times
- Problem solving and multi-tasking, computer and telephone skills

Front Desk Clerk & Assistant supervisor: The Biltmore Hotel, San Francisco, CA (2006-2008)

- Greeted and welcomed guests in a professional manner
- Oversaw reservations and travel arrangements and served as hotel's representative to the public
- Exceptional customer services and relations, problem solving and hospitality

**Related skills:**

- Professional working on POS or Aloha
- Special talents include responsibility, neatness, honesty, reliability
- Outstanding communication skills, with both customer and staff
- Continuous performance improvement
- Courteous, motivated, disciplined and hard-working
- Micros point-of-sale, MS Works, MS Word, Outlook, MS Excel, Power point
- Hotel's programs (DL, Check in, Check out and reservation)

**Education:**

- City College of San Francisco, San Francisco, CA (2007-2010)
- Peralta Community College, Laney College, Oakland, CA (2011-2013)
- Concentration on business/Marketing Studies