

Ali May

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Experience

Private Bartender/Event Specialist *Beacon Street Studios - Venice, CA*

Creation of custom drinks, shopping lists and printed drink menus for employees and clients in a private business. Also responsible for purchase of alcohol, mixers, and condiments as well as bar set-up and clean-up.

Responsible for mixing drinks for employees and clients so they are free to mingle and relax.

Bartender/Cocktail Waitress *El Torito-Burbank, CA*

Responsible for providing a superior quality tequila bar experience by implementing my extensive expertise of POS systems, use and responsibility of cash drawer and a well-rounded understanding of all aspects of bar, cocktail, wine and food industry service, including a genuine smile and positive attitude to all patrons.

In charge of conducting weekly bar inventory, relaying order information to management and closing or opening duties of the bar including preparation of all garnishes, table and bar set up, dishes, clean-up and side work.

Ability to upsell drinks, food and desserts catered to the specific desires and goals of the company as well as guests.

Recognized by management as repetitively ranking number 1 on the company scorecard which analyzes overall per table sales, appetizer and dessert sales, alcohol sales, credit card tips and guest complaints which I have not had.

Club Supervisor *Advantage Sales & Marketing-San Fernando, CA*

Responsible for hiring, training and managing 30 direct reports specializing in experiential marketing and product demonstration services as well as supervision and training of interns during the ACE leadership program designed for future club supervisors and executives. This included identification of the coaching and training needs of associates and interns to ensure necessary steps were taken to accomplish the desired goals of the company.

In charge of building a strong sales force responsible for brand awareness, maximizing reach and driving sales through supervision of daily associate activities and increasing employee productivity. Through proper coaching I was able to insure flawless 100% event execution and increase productivity and expectations of our clients.

Preparation and execution of all reports related to sales, marketing feedback and team activities as well as scheduling of all employees on my team.

Supervisor/Bar Manager *East Coast Bar & Grill-Burbank, CA*

Assisted Owner in daily operations of a small family owned restaurant including inventory and ordering of food, alcohol, equipment, and supplies, arranged routine maintenance and upkeep of equipment and facilities, tallied registers and cash and charge receipts against record of sales, secured establishment at the end of day, and insured dinners were served properly and in a timely manner.

Investigation and resolution of any customer feedback or complaints regarding food quality and service.

Recruitment of new employees as well as assisted in the interview process and oversaw the training of new employees to ensure company policies and guidelines were communicated and understood.

General Bartending and service related responsibilities such as taking orders, making drinks, running food, etc.

Qualifications

Over 4 years of management experience and over 10 years of food/bar service experience.

Proficiency with computer software including Micros, Microsoft office, Adobe Suite, Citrix and database systems.

Strong training, mentoring, coaching and supervisory experience.

Excellent communication and writing skills.

Flexible and exceptional ability to work with other people as a team.

Established leadership and exceptional organizational skills.

Motivated Self Starter.

Education

Bachelors Degree: Graphic/Web Design *Currently studying at Art Institute - Hollywood*

Associate Degree: Business Administration *Los Angeles City College*