

DONOVAN MITCHELL

757-288-2889

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EXPERIENCE**Bartender/Server****Special Events Staffing**

02/2014 – Present

Provided knowledge and expertise to clients needing event staffing services specializing in mixology. Maintaining a satisfactory environment while releasing product in an organized and timely fashion.

Floor Associate

10/2012-6/2013

Bed Bath and Beyond

Managed customer service desk in large chain retail store which included placing specialty order, provided various product knowledge to customers, assisted in arranging floor display to attract customer attention, participated in store safety prevention rounds, supported loss prevention unit, aided customers in use of store registry, recorded and provided spreadsheet to management for stocking and replenishing items, and possessed extensive knowledgeable of store policies and sales objectives on a monthly basis.

Bartender

5/2012-10/2012

Faux Pas Bistro

Provided quality customer service to patrons to ensure an excellent dining experience, memorized drink and food menu to relay how each item is prepared in order to avoid patron allergies, served as mediator to patron complaints, completed hourly quality assurance checks in dining areas and proceeded patrons' payment through credit card machine.

Bartender/Front Desk Attendant

10/2011-10/2012

Regency West

Maintained beverage environment for lucrative catering restaurant, provided genuine hospitality and delivered outstanding services to customers, filled exotic drink orders and suggested various wines to compliment ordered food items, verified customer identification and participated in weekly staff meetings to promote ideas for sales.

Barback/Waiter

6/2011-10/2011

Greene Turtle

Ensured the customer satisfactory dining experience, possessed knowledgeable of the menu and promoted daily specials, fielded customer complaints, addressed various dining room issues to promote a clean and safe environment, operated credit machine and handled cash and checks and accepted other duties as assigned by manager.

Host/Entertainer

5/2006-8/2008

Spirit Cruises

Entertained guest as part of dinner show production, supported wait staff during dining cruise in local harbor, created a floor rotation plan to integrate entertainment staff into service atmosphere to relieve wait staff, and assisted in nightly seating arrangements based on booked event

Floor Associate

11/2005-05/2007

Bed Bath and Beyond

Focused on excellent service in the building at all times, provide product knowledge to customers in person and via telephone, anticipated and responded to customers needs, collaborated with management to creating a safe and comfortable environment for customers and employees, handled monetary transactions and stocked items and generated report to assist management in reordering, reviewed store policies and objectives as needed.

EDUCATION BFA in Drama

Carnegie Mellon University

May 2011

Pittsburgh, PA

CERTIFICATIONS •Bartender's License
SKILLS •Excellent verbal communication skills
•Computer – MS Office Suite
REFERENCES Available Upon Request