

# COURTNEY STEPLETON

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## PROFESSIONAL SUMMARY

Professional Bartender with an extensive knowledge of beer and liquor and years of experience with an assortment of bar types. From beer-oriented pubs, to restaurant bars, to upscale clubs, to lounge-style martini bars, has an intuitive ability to engage customers of all types and a passion for tending bar. Friendly, open and committed to building your customer base, brings a positive attitude, outstanding record of service and a willingness to work hard. Has over 12 years of experience as a bartender, in addition to experience as a bar manager, with expertise in general operations management, special events, social media advertising, and staff development and training. Looking to bring both professionalism and fresh, fun energy to your establishment.

## SKILLS

- Positive attitude
- Engaging personality
- Highly reliable
- Able to easily attend multiple customers during busy shifts
- Able to effectively handle difficult customers, and to gracefully refuse service if necessary
- Service-oriented
- Natural leader
- Passion for customer satisfaction
- Business operations expertise
- Experience with shift scheduling and staff oversight

- Extensive knowledge of beer; both domestic, crafts and imports as well as an understanding of beer types and attributes
- Knowledge of classic cocktails
- Creative drink-mixing abilities
- Responsible alcohol service
- Experience taking inventory
- Experience ordering bar supplies
- Can quickly and creatively prepare garnishes
- Can change beer kegs and carry heavy items such as crates of liquor bottles and beer

## WORK HISTORY

### Bartender/Miscellaneous, 02/2009 to Current

#### 1739 Public House – Los Angeles, CA

- Greeted guests in a timely and professional manner.
- Waited on multiple customers at the bar and throughout the bar area.
- Received beverage orders from wait staff and delivered beverages to guests.
- Enthusiastically and appealingly described food and drink specials to guests.
- Managed bar revenues, ensuring that all patrons were billed and all cash properly accounted for.
- Notified management of ordering needs (liquor, beer, wine, paper goods, etc.).
- Cleaned shelving, mixers, cups, blenders and soda guns.
- In addition to the standard bartending responsibilities listed above, was also responsible for organizing special events, such as the annual Halloween and St. Patrick's Day celebrations. This organization included preparing custom cocktail menus, garnishes, games and advertising. Was also on hand, in a supervisory capacity, during these events to make sure everything ran smoothly and to educate the bartenders on the new drink recipes.
- Created the bar's new logo, menu, and overall interior design concept during our remodel. This included accompanying the owner on visits to upholstery and furniture shops, typing in menu items, and consulting with the kitchen manager about new menu items.
- Created a Facebook page for the bar, and also suggested other methods of social media-based advertising.

### Server, 11/2007 to 02/2009

#### Cafe Pinot – 700 West Fifth St. Los Angeles, CA 90071

- Consistently provided professional, friendly and engaging service.

- Skillfully promoted items on beverage lists and restaurant specials.

**Server/Bartender, 01/2006 to 08/2006**

**The Ritz Bar and Grill – Colorado Springs, CO**

- Consistently provided professional, friendly and engaging service
- Waited on multiple customers at the bar and throughout the bar area.

**Bar Manager, 06/2005 to 08/2005**

**The Avenue Lounge – Colorado Springs, CO**

- Organized special events in the restaurant, including receptions, promotions and corporate luncheons.
- Carefully interviewed, selected, trained and supervised staff, as well as organizing the bar schedule.
- Correctly calculated inventory and ordered appropriate supplies.
- Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional service.
- Led and directed team members on effective methods, operations and procedures behind the bar.
- Prepared for and executed new cocktail menu implementations.

**Bar Manager/Server, 10/2004 to 06/2005**

**Ai Sushi – Colorado Springs, CO**

- Correctly calculated inventory and ordered appropriate supplies.
- Prepared for and executed new cocktail menu implementations, often in coordination with special events.
- Created fun team building activities to engage staff in up-selling to meet revenue targets.
- Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional bar service.

**Bartender, 02/2004 to 06/2004**

**Der Bier House Pub and Restaurant – Ripon, WI**

- Verified that guests at the bar were of legal age.
- Refused service to intoxicated guests.

**Bartender, 04/2003 to 01/2004**

**Timmon's Bar – Ripon, WI**

- Verified that guests at the bar were of legal age, as well as independently performing all duties after 10pm, (including bouncing, cleaning and closing the bar).
- Served each guest courteously, quickly and efficiently.

**Bartender/Server/Dishwasher/Busser (Simultaneously!), 01/2002 to 08/2003**

**Dos Gringos Mexican Restaurant – Ripon, WI**

- Took and filled beverage orders from the tables and the bar.
- Took food orders and delivered orders to the customers.
- Efficiently removed dirty plates from tables and re-set them for the next customer.
- Washed the plates, cups and utensils during breaks in business and after my shift.

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## EDUCATION

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**Bachelor of Arts: English , 2015**

**California State University - Los Angeles, CA**