

Kassandra Leach

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SUMMARY

Strong background in customer service, administration, and relationship management within a variety of client environments.

PROFESSIONAL EXPERIENCE

The 8 Ball, Cotati, CA

January, 2004 – March 2016

Daytime Manager

Bartender

Barback

July 2007 – March 2016

August 2014 – June 2015

January 2004 – 2006

- Skilled in the act of mixing, garnishing, and serving drinks.
- Efficient in communicating with all staff members in order to provide high level of service in a fast paced environment.
- Experienced in stocking and sanitizing the bar based on customer trends.
- Provided weekly inventory and ordered liquor and supplies as needed.
- Maintained physical safety of all customers by following protocol to assess if a customer has been over served.
- Responsible for scheduling shifts and covered changes as needed.
- Proficient in handling cash and balancing cash register.
- Built strong relationships with customers.
- Awarded best Bloody Mary three years in a row.

Macks Bar & Grill, Penngrove, CA

September 2013 – April 2015

Bartender

- Provided high level of service in a fast paced environment.
- Proficient in handling cash and register.
- Strong knowledge of cocktails, beer, and wine.
- Good understanding of the menu and food service.
- Competent in using POS system in both closing and opening shifts.

EDUCATION

Santa Rosa Junior College
Responsible Beverage Service Certificate

Associates degree