

Jesse Sweiss

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OBJECTIVE

Bartender/Bar Manager with 10+ years experience in cocktail preparation and creations. Possess deep knowledge of local craft beers, wine, spirits, and specialty cocktails. Successful at consistently delivering the highest quality service. Dedicated worker who always goes the extra mile to promote sales and guarantee customer satisfaction. Well-organized and able to multitask and lead in a high volume and fast pace environment.

SKILLS

- Excels at upselling
- Team Player/Leader
- Cash handling experience
- POS set-up & implementation
- Extensive Liquor Drink Knowledge
- Excellent interpersonal skills, outgoing, friendly, positive, and self-motivated
- Excellent communication skills
- Proficient in MS Office Word and Excel
- Ability to multi-task, organize, and prioritize

EXPERIENCE

Banquet Bartender

Tres LA Catering / Carondelet House Banquet – Los Angeles, CA

11/2016-Present

- Prepare and serve a variety of alcoholic drinks in a very fast pace environment
- In charge of setting up the bar and being ready to accommodate guests at designated start time.
- Greet everyone with a smile and friendly at all times and ensure customer satisfaction
- Overall breakdown including side work, cleaning and restocking to be fully prepared for the next event
- Ensure that all expected items for the event are present and in full supply.
- Consistently keep bar and work areas organized and clean and sanitary
- Prepare cocktails, distribute mixers, chill wine/beers, cut fruits, & clean glassware.
- Train new hire banquet bartenders in Event Banquet Bar Standards
- Handle and account for cash, cards, and drink tickets according to according policy
- Ability to multitask and produce a high quality product
- Following pour standards, cash handling procedures and liquor accounting to regulate pour cost
- Skilled in providing excellent customer service and maintaining a professional demeanor

Bar/Floor Manager

Stars on Brand Banquet Hall– Glendale, CA

11/2015-Present

- Hiring and training staff to provide an excellent customer service experience
- Greet everyone with a smile and friendly at all times and ensure customer satisfaction

- Consistently keep bar and work areas organized and clean and sanitary and in compliance with bar standards, and local and state laws
- Creating bartender and employee schedules
- Handle all liquor, beer, wine, and bar supplies orders
- Mix drinks, pour and serve wine, beer, and other beverages as needed
- Place food and drink orders
- Monitor cash registers and collect payments for food and drink orders
- Assist customer inquiries and complaints
- Ensure bar space follows all licensing requirements and health and safety guidelines
- Balance and close out cash drawers
- Assist guests to choose from food and drink menu and coming up with new drink ideas for customers
- Handle all POS systems issues and updates
- Bottle Service Sales
- FOH Manager & AGM duties included

Bartender / Bar Manager

Penthouse West Hollywood Club / Ace of Diamonds Club-West Hollywood, CA 01/2016-3/2018

- Prepare and serve a variety of alcoholic drinks in a very fast pace environment
- Greet everyone with a smile and friendly at all times and ensure customer satisfaction
- Consistently keep bar and work areas organized and clean and sanitary
- Creating bartender and employee schedules
- Handle all liquor, beer, wine, and bar supplies orders
- Assist customer inquiries and complaints
- Balance and close out cash drawers
- Handle all POS systems issues and updates
- Familiar with Aloha POS
- Bottle Service Sales

Bartender Lead and Lead Server

12/2012 -11/2015

Stars Palace Night Club- Glendale, CA

- Made sure tables and area were clean at all times
- Set up Bottle Service and carried trays to lanes/tables
- Ensure maximum customer satisfaction
- Put together beverages, retrieved alcohol items from bar, and delivered to tables
- Sliced and pitted fruits and prepared garnished at the beginning of each shift
- Brew fresh coffee and tea at the start of each shift
- Bus tables and wipe down area after each use
- Maintain high levels of customer service by promptly handling requests
- Shut down and clean bar and soda stations at the end of each shift

Server/Bartender

Tantra's Restaurant - Silverlake, CA

1/2009-11/ 2012

- Greeted everyone with warm welcome, menus, and peanuts
- Manage multiple tables at once and ensure maximum customer satisfaction
- Put together beverages and made desired alcoholic beverages
- Wipe down server station and stock utensils and cups at the end of each shift
- Took orders behind the bar and made a variety of drinks/poured beers
- Maintain high levels of customer service by promptly handling requests
- Accurately and quickly calculate checks and make change
- Cleaned and stocked glassware, assisted with beverage service and transported dishes to kitchen

EDUCATION AND TRAINING

- **TIPS Alcohol Training Certified**
- **California Food Handlers Card**
- **National Bartending License**
N. B. Staffing-Hollywood, CA

- **B.S. Degree in Business Management**
Cal State Univ of Northridge-Northridge, CA
- **A. A. Degree in Managerial Accounting**
College of the Canyons- Valencia, CA

Bartenders Test

Score 85 / 35

Multiple Choice (6 points)

- 1) Carbonation _____ the rate of intoxication.
a) Slows down
☒ b) Speeds up
c) Does nothing to
- 2) What are the six most commonly used spirits?
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
☒ b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- 3) You can accept an expired ID as long as all other information is correct.
a) True
☒ b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
☒ b) False
- 5) What are the acceptable forms of ID for Alcohol Consumption?
a) State or Government Issued ID Card or Drivers License
b) Passport or Passport ID Card (as long as it lists the person's date of birth)
c) School ID or Birth Certificate
☒ d) A & B
e) A, B & C
- 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
a) True
☒ b) False

Vocabulary (9 points)

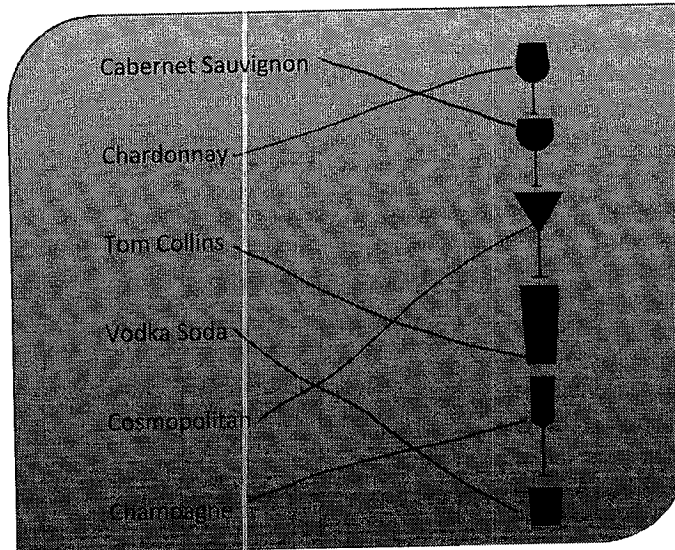
Match the word to its definition

- c "Straight Up"
f Shaker Tin
i "Neat"
a Muddler
b Strainer
e Jigger
g Bar Mat
d "Float"
h "Back"

- ~~a.)~~ Used to crush fruits and herbs for craft cocktail making
~~b.)~~ Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
~~c.)~~ To serve chilled liquor in a chilled stemmed cocktail glass with no ice
~~d.)~~ To pour ½ oz of a liquor on top
~~e.)~~ Used to measure the alcohol and mixer for a drink
~~f.)~~ Used to mix cocktails along with a pint glass and ice
~~g.)~~ Used on the bar top to gather spills
~~h.)~~ Requesting a separate glass of another drink
~~i.)~~ Means to serve spirit room temperature in a rocks glass with no ice

Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): Kettle One, McCall's 15, Blue Label

What are the ingredients in a Manhattan? Whiskey & Sweet Vermouth

What are the ingredients in a Cosmopolitan? Vodka, Triple Sec, Lime, Cranberry

What are the ingredients in a Long Island Iced Tea? Rum, Vodka, Gin, Tequila, triple Sec, Sweet & Sour

What makes a margarita a "Cadillac"? 1800 tequila, Grand Marnier, Sweet & Sour/Orange Juice

What is simple syrup? Equal parts of sugar & water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

Not legal - marrying

What should you do if you break a glass in the ice? Pour Grenadine over ice then melt & drain

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? olive juice

What are the ingredients in a Margarita? tequila, triple Sec, & Sweet & Sour