

Steven Heisler
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Head Bartender/Supervisor | **Teddy's/Tropicana/Library Bar - Roosevelt Hotel**

March 2013 - September 2017 / Hollywood, CA

- Ensured bar operating are efficient while meeting quality requirements and standards for exceptional customer service.
- Oversaw a staff of Bartenders, Barbacks, Bussers, Cocktail Servers and Food Runners to provide customer satisfaction.
- Created original drink recipes with organic fresh ingredients.
- Responsible for bar set-up/breakdown, cleanliness, inventory levels and bar requisitions.
- Responsible for nightly closing financial procedures and cash tip-outs.
- Catered to exclusive clientele and special events; addressed complaints and resolved problems for an enhanced guest experience.

Head Bartender | **Hudson Bar - Hudson Hotel**

January 2003 - July 2012 / New York City, NY

- Maintained business standards and practices for beverage service.
- Consistently rang the highest annual sales within Morgans Hotel Group, average nightly sales of \$5,000+.
- First and only Morgans Hotel Group non-salaried bar employee to be flown to another state to assist in the opening of a new property.
- Private events and late-night club environment with upscale celebrity and corporate clientele.
- Responsible for training seasonal staff in bar standards and MICROS operating system.

Bartender | **Glass**

July 2001 - July 2002 / New York City, NY

- Responsible for crowd management in a high volume environment, cash out and tip disbursement.
- Supervised and trained new bartenders.
- Responsible for complete set up and breakdown of the bar, all liquor/wine sales.

References available upon request.