



JOEL GARCIA

Joel.LGarcia1992@gmail.com | 786-543-8351 | Miami, FL 33156

Summary

Enthusiastic Beverage Director/Bar Manager with 10 years of hospitality experience and innovative cocktail creating. Successful at implementing systems of organization and upselling products with a commitment to excellent customer service. Adept at detailed inventories and innovative menu design. Experience in marketing and events to ignite sales and boost overall reputation.

Skills

- Menu Design Proficiency
- Marketing Expertise
- Event Planning Knowledge
- Recruitment and Hiring
- Training and Development skills
- Time Management skills
- Quick Learner
- Vast Beer and Cocktail knowledge
- Excel
- Microsoft Word

Experience

Bartender 11/2020 - Current

Negroni Midtown

- Confirmed customers' ages for alcohol service and discontinued service to intoxicated guests.
- Stocked bar with beer, wine, liquor and related supplies.
- Made product recommendations to customers based on preference, food pairings and special promotions.
- Multitasked to meet customer, business operations and server needs with minimal errors or delays.
- Upsold customers from shelf to premium brands to help boost sales.

Beverage Director/Manager 06/2019 - 11/2020

La Cocina | Miami, FL

- Made alcohol and beer orders from distributors.
- Invented monthly drink specials based on alcohol inventory and season.
- Designed specialized drink menu with classic and innovative drinks, prices and nonalcoholic beverages.
- Coached bartenders and servers on pairings and upselling more profitable drinks.
- Created a Bar Training program with study guides and exams.
- Controlled bar inventory by monitoring use and making orders as needed.
- Created detailed cost sheets to determine pricing and manage purchasing costs.
- Trained employees on correct cooking techniques, safety standards and performance strategies.
- Hired qualified staff to fill Bartender, Cocktail Server, and Barback positions.
- Scheduled over 15 employees by assigning shifts.
- Worked on nightly/monthly events to ignite sales.

Bartender 01/2019 - 06/2019

Barter Wynwood | Miami, FL

- Kept detailed inventories of bar supplies and kept work areas stocked to maintain workflow efficiently.
- Monitored patrons to keep alcohol consumption in designated areas.
- Stayed up-to-date on latest in mixology trends, bar equipment and sanitation standards.
- Designed and implemented new cocktails to drive customer interest and sales numbers.

- Promoted products to customers to enhance bill totals with high-profit items.
- Worked with management to plan and implement special events to boost customer numbers and profits.

Server

10/2018 - 02/2019

Swan | Miami, FL

- Operated POS terminals to input orders, split bills and calculate totals.
- Educated guests on daily specials and menu offerings such as appetizers, entrees and desserts.
- Satisfied customers by keeping drinks topped off and anticipating needs such as condiments and extra napkins.
- Recommended daily specials, wine selections and desserts to guide patrons toward more profitable items.
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly.
- Checked patrons' identification to ensure minimum age requirements for consumption of alcoholic beverages.
- Partnered with team members to efficiently serve food and beverages.
- Assisted individuals in selecting meal options, including entrees and desserts and recommended alternative items for those with food allergies and gluten intolerances.
- Processed customers' payments and provided receipts.

Restaurant Manager

05/2017 - 10/2018

Yardhouse | Coral Gables, FL

- Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees.
- Coached team members on food safety and sanitation processes, customer service, menu education and up-selling techniques to drive revenue.
- Assigned tasks and oversaw the direction of employees to ensure compliance with food safety procedures and quality control guidelines.
- Performed checkouts of servers and bartenders to ensure that all tickets were accounted for.
- Oversaw the restaurant on a daily basis as well as made cut and changes to sections based on volume and labor percentage.
- Resolved any issues with guests promptly.

Head Bartender / Trainer

09/2016 - 10/2018

Yardhouse | Coral Gables, FL

- Managed intoxicated guests and followed alcohol awareness procedures.
- Performed general cashiering duties, such as authorizing payments and collecting on tabs.
- Trained 12 new bartenders, ensuring they were trained properly on all aspects of the job, including garnish preparation, sanitation, drink preparation and customer service.
- Oversaw beverage updates including making sure the team has completed perspective quizzes and have updated beverage knowledge.
- Held 3 beer seminars in order to educate servers on our 118 different beers taps.

Bartender

07/2014 - 09/2016

Yardhouse | Coral Gables, FL

- Maintained full knowledge of all menu items, contents and preparation methods.
- Served each guest with a sincere, positive, pleasant and enthusiastic attitude.
- Upheld a high standard of cleanliness in all work areas.
- Changed beer kegs.
- Maintained full knowledge of bar and menu items and made recommendations.

Server

07/2013 - 07/2014

Yardhouse | Coral Gables, FL

- Provided high quality service.
- Ensured tables were kept neat by clearing away dirty dishes, wiping down surfaces and refreshing glasses or beverages.
- Assisted guests with making menu choices in an informative and helpful fashion.
- Educated guests on daily specials and menu offerings, enabling decisions on appetizers, entrees and desserts.

Server / Server Trainer

05/2011 - 07/2013

Red Robin | Miami, FL

- Adhered to quality expectations and standards.
- Managed closing duties, including restocking items and reconciliation of the cash drawer.

Education and Training

Associate of Arts

2014

Miami Dade College | Miami, FL, United States

High School Diploma

2010

Palmetto High | Palmetto, FL, USA