



# EMMA JOHNSON

## Beverage Director

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com

### SKILLS

Proficient In Ms Office Suite



Beverage Program Development



Mixology Skills



Supplier Relations



Event Planning



Staff Training



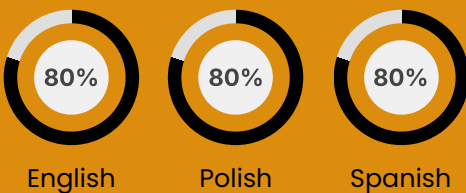
### INTERESTS

- ★ Surfing
- 🥋 Martial Arts
- 👤 Community Service
- 📝 Blogging

### STRENGTHS

- ⌚ Patience
- 🏔 Perseverance
- 📅 Planning
- ⚙ Positivity

### LANGUAGES



### ACHIEVEMENTS

- ★ Increased beverage sales by 25% within one year through strategic menu enhancements.
- ★ Implemented a staff training program that improved service ratings by 30%.

### PROFESSIONAL SUMMARY

With 7 years in beverage management, I excel in enhancing beverage programs and optimizing guest experiences. I have a strong record in driving sales and leading diverse teams to achieve outstanding service. My expertise includes crafting innovative drink menus, managing inventory, and ensuring compliance with industry standards to elevate operational success.

### WORK EXPERIENCE

#### Beverage Director

📅 Jun / 2020–Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Oversee the complete beverage program, including wine, liquor, beer, and soft drinks.
2. Manage procurement and pricing strategies for an extensive wine list.
3. Conduct monthly inventory audits using Accubar to ensure accuracy and efficiency.
4. Develop and implement product training programs for staff to enhance service quality.
5. Supervise record-keeping, cash handling, and event management to ensure operational excellence.
6. Foster team morale among FOH and BOH staff, resulting in improved guest experiences and positive reviews.
7. Collaborate with marketing to create promotions that drive beverage sales and engage guests.

#### Beverage Director

📅 Jun / 2018–Jun / 2020

Lakeside Apparel Co

📍 Chicago, IL

1. Revamped the wine cellar organization and implemented a new BIN # program to streamline inventory.
2. Managed beverage-related P&L statements, ensuring profitability through strategic cost control.
3. Coordinated with event planners for smooth execution of high-profile events, ensuring guest satisfaction.
4. Provided concierge-level guest services, enhancing the overall experience during events.
5. Contributed to the Food and Beverage department by working across various roles to improve customer service.
6. Handled all bar operations, including staff hiring, training, and inventory management.

### EDUCATION

#### Bachelor of Science in Hospitality Management

📅 Jun / 2016 – Jun / 2018

University of Florida

📍 Portland, OR

Focused on beverage management, customer service, and hospitality operations.