

César Cabal

Bartender Waitress

Innovative, dedicated bartender and waitress with a strong background in building customer relationships. Searching for a position where I can improve customer experiences, drive sales goals, and enhance my knowledge.

WORK EXPERIENCE

Parkside Bar & Grill

Bartender Waitress

Austin, TX | 2017 - current

- Assisted new employees by sharing industry best practices and ensuring that workplace concepts were understood
- Delivered excellent customer service by up-selling drinks based on guests' individual preferences leading to a 12% increase in alcohol sales
- Reduced average guest wait times by 8 minutes by effectively communicating and planning with fellow service staff
- Collected, totaled, and evenly distributed tips to all members of the house

Patrizi's

Waitress

Austin, TX | 2012 - 2017

- Learned each guest's dietary needs then provided suggestions based on each patron's needs
- Increased sales by 13% by coaching other waitresses to improve customer satisfaction through quickly building rapport with customers
- Surpassed sales targets by 12% by up-selling entrees and desserts based on each diner's preferences and prior food orders
- Studied service industry trends then implemented various strategies to enhance customer experience at Patrizi's

Bar Cotto

Bartender

Seattle, WA | 2008 - 2012

- Monitored guests alcohol consumption and ensured that overly intoxicated guests didn't exceed their limit
- Studied the entire drink menu and advised customers to order high margin beverages that met their needs
- Helped servers process orders to guarantee that all customers had exemplary experiences

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Austin, TX

[LinkedIn](#)

SKILLS

- Thorough
- Detail Oriented
- Friendly
- Square POS
- Customer Experience
- Sales

EDUCATION

Diploma

Lincoln High School

Austin, TX

2004 - 2008

- Utilized a wide range of ingredients to mix beverages based on each patron's specifications