

# HANNA LANGLEY

*Event Bartender*

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📞 (123) 456-7890

📍 San Francisco, CA

🌐 [LinkedIn](#)

## EDUCATION

Bachelor of Arts  
Communication

**Georgetown University**

📅 2009 - 2013

📍 Washington, DC

## SKILLS

- Microsoft Suite (Excel, Word, PowerPoint)
- Point of Sale
- Customer Service
- Detail-oriented
- Organized
- Accountable
- Compassionate
- Critical Thinking

## WORK EXPERIENCE

### Event Bartender

#### Metro

📅 2017 - current

📍 San Francisco, CA

- **Floated through tables to take more than 50 drink orders per evening**, providing suggestions based on entrees
- Crafted cocktails, poured wine and beer, and served liquor, checking IDs and reporting any underage issues
- Assessed event atmosphere to promote warmth and inviting space for an optimal experience for attendants
- Answered questions and directed attendants to appropriate service staff depending on the need
- Promoted teamwork among 15 staff members to encourage a collaborative environment, **reducing late start times by 71%**

### Cashier

#### Telelita

📅 2016 - 2017

📍 Newark, NJ

- Completed cash and card transactions, and assisted customers with returns and exchanges
- Provided an excellent customer service atmosphere by **greeting customers with 15 seconds of store entry**
- Partnered with cashiers and managers to maintain a clean, organized, and stocked store
- **Maintained a robust and thorough knowledge of over 200 products to assist** and direct customers to the appropriate part of the store based on their needs

### Brand Ambassador

#### Orangetheory

📅 2013 - 2016

📍 San Francisco, CA

- Managed the guest experience end to end to ensure satisfaction through charismatic communication
- Helped organize community events for local fitness groups to **increase brand awareness and drive business up by 4% in 2015**
- Learned the pain points of prospective customers, and communicated solutions to expand customer base by 13%
- Represented Orangetheory at 7 fitness events, **leading to relationships with over 100+ gyms and health stores**