

# HANNA LANGLEY

## Event Bartender

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☎ (123) 456-7890

📍 San Francisco, CA

🌐 [LinkedIn](#)

## WORK EXPERIENCE

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### 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 Fransico, 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%**

## EDUCATION

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Bachelor of Arts

Communication

[Georgetown University](#)

📅 2009 - 2013

📍 Washington, DC

## SKILLS

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