

Professional summary

Energetic and customer-focused hospitality professional with 4+ years of experience in upscale venues. Seeking a position as a bottle girl to combine expertise in VIP service with a passion for curating memorable nightlife experiences.

Experience

VIP Server

March 2023 - Now

Velvet Room Lounge / United States, New York, NY

- Deliver personalized, high-touch service to elite clientele, ensuring seamless coordination of bottle presentations and table service.
- Consistently exceed sales goals, achieving an average 20% increase in bottle service revenue per shift by recommending premium upgrades.
- Coordinate with management and security to ensure a safe and enjoyable VIP experience for guests.
- Train and mentor a team of 5+ new hires, fostering an environment of excellence in customer service.

Cocktail Server

June 2021 - February 2023

The Elite Bar & Grill / United States, Brooklyn, NY

- Managed high-volume tables, serving 50+ patrons per shift while maintaining efficiency and professionalism.
- Boosted average ticket size by 15% through strategic upselling of top-shelf liquors and specialty cocktails.
- Implemented a new ordering workflow to improve order accuracy, reducing errors by 10%.
- Acted as the main liaison between the bar and wait staff to streamline operations during peak hours.

Volunteer Work

Event Coordinator

January 2024 - Now

NYC Hospitality Professionals Network

- Organize networking events for hospitality professionals, fostering community engagement and professional growth.
- Manage event logistics, including sponsorship coordination and venue selection.

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United States, New York, NY

Education

Bachelor's Degree in Hospitality Management

2017 - 2021


City University of New York, City College
United States


- Relevant coursework: Luxury Service Management, Food and Beverage Operations, Marketing for Hospitality


Certifications


- TIPS (Training for Intervention Procedures) Certified:** January 2022
- Food Handlers Certificate:** December 2021


Skills

Interpersonal skills with ability to build rapport with VIP clientele. 


Elegant bottle presentations, including sparklers and coordinated service. 

Toast, Square, and Aloha platforms. 

Mixology basics, wine pairings, and menu curation. 

Successfully manage high-pressure environments. 

Awards

 Employee of the Month, Velvet Room Lounge – June 2023