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# Luiz Cortina

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## SKILLS

Anticipating Guest Needs  
Suggestive Selling  
Safe Serving Knowledge  
Maintaining Glassware Stock  
Fluent in English and Spanish

## EXPERIENCE

### **Pluckers**– *Server / Bartender*

July 2020 - August 2022

- Stocked service areas with supplies during slow periods.
- Satisfied customers by topping off drinks and offering condiments, napkins and other items.
- Developed rapport with guests and assisted in generating repeat business by providing exceptional customer service.
- Provided exceptional service to high volume of daily customers.
- Maintained polite and professional demeanor to patrons to encourage inquiries and order placements.

### **Post Oak Ice House** – *Bartender*

August 2022 - Present

- Followed alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.
- Upsold customers from shelf to premium brands to help boost sales.
- Trained new bartenders on drink preparation and upselling techniques.
- Kept track of bar tabs and transferred open tabs to dining area for wait staff.
- Mixed and served both alcoholic and non-alcoholic drinks for patrons by following standard recipes and procedures.
- Managed bar area and handled inventory, regulation compliance, and customer relationships

