

SABRINA SARNER

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Professional Summary

Customer-savvy individual with outstanding bartending and waitstaff experience. Accustomed to demanding work with little downtime. Dedicated team player with demonstrated training and problem-solving abilities. Excellent interpersonal and time management skills. Experience with optimizing service efforts for settings ranging from fast-paced banquet events to casual dining rooms. Organized preparer of structured service and work plans, balancing needs of patrons and team members.

Skills

- High Energy and Stamina
- Order Accuracy and Delivery
- Conflict and Complaint Resolution
- Specials Promotion and Upselling
- Hospitality and Guest Service
- Cocktail Service
- Bar Operations and Logistics
- Supply and Inventory Maintenance

Work History

Bartender/Bartender Trainer

08/2019 to 06/2022

Restaurant Habana – Irvine, CA

- Trained over a dozen new bartenders on drink preparation, product promotion, garnish preparation and sanitation protocol.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Set up bar for operation, obtained cash bank and stocked service bar.
- Managed cash and bar revenue during special promotions or sporting events.
- Followed alcohol awareness procedures for preventing excessive guest intoxication.
- Handled simultaneous customer, team and business needs while avoiding unnecessary delays or errors.
- Generated higher ticket averages by training employees on suggestive up-selling techniques.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.
- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.
- Cultivated warm relationships with regular customers.

Bartender

06/2022 to Current

Dave & Buster's – Irvine, CA

- Kept bar presentable and well-stocked to meet customer needs.
- Performed opening and closing duties, printing sales reports, setting up for incoming shift, preparing cash drawers and taking inventory.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Worked in extremely fast-paced and high volume environment
- Game card and attraction sales in addition to food and drink

Bartender/Server

08/2021 to 12/2021

North Italia

- Applied comprehensive knowledge of wine, cider and beer to increase daily beverage sales.
- Maintained extensive knowledge and background on seasonal items as menu changed in accordance to seasonal ingredients almost weekly.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Strategically timed check-ins with customers to take orders and confirm satisfaction with meals after delivery, taking action to correct any problems.
- Maintained order efficiency and accuracy through clear communication with kitchen staff, earning numerous recommendations from satisfied customers.
- Mixed both standard and specialized drink orders using liquor, bitters, sugars and fruits.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.

Server/Certified Server Trainer

08/2018 to 09/2019

BJ's Restaurant & Brewhouse – Laguna Hills, CA

- Trained and mentored new personnel hired to fulfill various roles.
- Monitored day-to-day activities of the company and employees, noting areas needing improvement and implementing plans for rectification.
- Analyzed company training methods and made adjustments to rectify issues, increase efficiency and exceed training goals.
- Coordinated large party event and any buy-out parties.

Server

04/2019 to 06/2020

Playa Mesa – Costa Mesa, CA

- Worked with POS system to place orders, manage bills and handle complimentary items.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Bussed and reset tables to keep dining room and work areas clean.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.

Education

Psychological Sciences

Expected in 06/2024

University of California, Irvine - Irvine, CA

- Continuing education in Psychological Sciences

Associate of Arts: Psychology

06/2021

Saddleback College - Mission Viejo, CA

Languages

Spanish

Professional Working

Korean

Professional Working