

# Courtney Drost

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Experienced and customer-focused server and bartender with a proven track record of providing exceptional service in fast-paced restaurant environments. Seeking a position as a server or bartender to utilize my skills, knowledge, and passion for creating memorable dining experiences.

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## PROFESSIONAL EXPERIENCE

### Moxies

#### Server Lead

February 2023 - Current

- Provide prompt and courteous hospitality by promptly greeting and seating guests.
- Take precise food and beverage orders while taking into consideration guest preferences.
- Serve alcoholic beverages with creativity and accuracy.
- Ensure that food and drinks are delivered to tables promptly and at the highest quality levels.
- Accurately handle cash transactions using POS systems.
- Work collaboratively with kitchen staff to ensure seamless communication between front-of-house and back-of-house operations.

### Komodo

#### Server/Bartender

Jan 2022 - February 2023

- Exhibited exceptional customer service through preemptively addressing guest needs and exceeding their expectations.
- Displayed comprehensive knowledge of the menu, including ingredients, preparation techniques, and wine pairings.
- Crafted cocktails based on established recipes while also innovating with unique signature drinks to elevate the dining experience.
- Upheld impeccable hygiene standards in the bar area by consistently replenishing supplies, cleaning glassware, and organizing liquor bottles.

### Steak 48

#### Bartender

July 2019 - Jan 2022

- Fostered connections with regular patrons by providing customized service and meticulous attention to detail.
- Utilized handheld devices to record orders accurately and relay special requests effectively to the kitchen team.
- Collaborated with other servers and bartenders during busy periods to ensure a smooth workflow and deliver a seamless guest experience.
- Prepare and serve alcoholic beverages with precision and creativity.
- Ensure timely delivery of food and drinks to tables while maintaining high quality standards.
- Handle cash transactions accurately using POS systems.

## EDUCATION

### Bachelors of Business Administration

University Of Pittsburgh

-TABC Certified

-ServeSafe Manager Certified

## SKILLS

- Full knowledge of bar operations
- Extensive knowledge of food and beverage menus, including ingredients, preparation methods, and wine pairings.
- Excellent customer service skills
- Attention to detail
- Strong multitasking abilities in fast-paced environments
- Outstanding communication skills