

NORMAN MARTINEZ

281-203-9378

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Skills

- Knowledge in mixology, as well as extensive knowledge of spirits, liqueurs, wines, beers, and beverage policies and procedures
- Fast and active learner
- Leadership skills in decision making, goal setting and motivation
- Comfortable with workplace technology like registers, scheduling software, inventory management software.

Experience

NDA Restaurant- Bartender

02/2024- Present

- Ability to provide exceptional experience in fine dining setting, following steps of services in fast paced environment.
- Worked with beverage manager to develop and execute new cocktails, wine and beer lists.
- Assisted in ordering of inventory of beverages for business as needed.
- Offered excellent hospitality while preparing drinks at the highest quality following proper measurements, ingredients, and recipes.

The Exchange Hall- Lead Bartender

03/2022- 08/2023

- Worked private dinners, as well as concerts and different high volume events.
- Assisted management with new menu program to help up sell inventory.
- Established rapport with guests to make sure they felt welcome and were given gracious and responsive service.
- Ensured cleanliness of dining area and bar-top throughout the day .
- Implemented new processes and strategies to raise bar efficiency and service quality.

Omni Hotel- Bartender/ Server

09/2019- 11/2023

- Ensured optimal guest experience by sitting guest, taking orders, balancing cash orders and prepping cash deposits.
- Advanced experience in mixology of traditional and creative cocktails.
- Assisted in keeping bar clean to maintain health departments standards all the while providing great customer service.
- Knowledgeably recommended items from menu based on customer preference, including up selling complementary dishes and drinks.

Clutch Restaurant- Supervisor/ Lead

02/2018- 02/2022

- Assisted in recruiting and training new associates, both bartenders and cocktail servers, in food and beverage handling procedures.
- Created schedule for bartenders, bussers and cocktails based on business needs.
- Helped run food to tables and ensured a correct process was in place for kitchen and server communication.
- Supervised employees and assisted in all opening/closing procedures, and side work to make sure they were completed.
- Assigned duties to specific employees based on roles and skills.

Education
El Centro College; Present
Nimitz High School; Diploma