

Jak Mazany

HOSPITALITY SPECIALIST

(346) 306-5021

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Houston, Texas

Experienced bartender supervisor with a strong knowledge of mixology and cocktail creation. Skilled in inventory management and ordering, and able to work efficiently in a fast-paced environment. Recognized for delivering excellent customer service and supervising teams of up to 10 servers.

EXPERIENCE

SERVER

STK

Denver, CO

*June 2023 – November
2024*

- Excellent customer service and customer retention.
- Collaborated with colleagues to run multiple events of over \$10k
- High volume, professional service with precise order taking and menu knowledge
- Ran parties over 40 people with a team of two while providing exceptional

BARTENDER SUPERVISOR

SOTO

Houston, TX

December 2022 – May 2023

- Greet and serve guests in a friendly and professional manner
- Create unique and delicious cocktails using fresh ingredients
- Manage inventory and order supplies as needed
- Upsell drinks and promote specials to increase sales
- Train new bartenders on menu items and company policies
- Provide excellent customer service and resolve any guest complaints

SHIFT LEADER/ BAR/ SERVER

Merus Grill/Jay Alexander's

Houston, TX

April 2021 - October 2022

- Held team members accountable during shift by effectively coaching to improve performance.
- Complied with company standards and policies, setting example for team members.
- Managed inventory and restocked supplies as needed
- Assisted in training new bartenders on menu items and company policies

LEAD BARTENDER/ ASSISTANT MANGER

Local Bar

Houston, TX

July 2018 - March 2021

- Successful at meeting and exceeding monthly net sales targets of \$500K per month; increased sales by 3% each month leading into the opening of 3 more units.

- Drove significant improvement in service level standards by collecting customers' feedback and implementing changes.
- Established all procedures, provided adequate training, and procured material for all units.
- Recognized for delivering superior support services to clients by answering telephone calls and responding to inquiries.
- Supervised 10 servers on routine operations in restaurant with a capacity of 200 or more.

EDUCATION

BACHELOR OF SCIENCE (B.S.) IN HOSPITALITY MANAGEMENT

Dec 2021

Arizona State University, **Tempe, AZ, US**

SKILLS

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| • Excellent customer service skills | • Ability to work efficiently in a fast-paced environment |
| • Strong knowledge of mixology and cocktail creation | • Strong communication and interpersonal skills |
| • Knowledge of inventory management and ordering | • Ability to work as a team player |