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Dayan Leon Lemus

Professional Summary

Dynamic hospitality professional with proven expertise in inventory management and exceptional customer service, demonstrated through a 20% increase in customer satisfaction at Bar & Restaurant La Vitrola. Excelled in guest engagement and team collaboration at The Forest Country Club, fostering productive environments and cultivating loyal customer bases. Skilled in safe food handling and performance improvement, ensuring top-notch service and operational efficiency.

Work History

The Forest Country Club - Server/backup Bartender

Houston, TX

04/2024 - 01/2025

- Served food and beverages promptly with focused attention to customer needs.
- Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality.
- Supported colleagues during peak hours, fostering a collaborative work environment that enhanced overall productivity levels.
- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Performed opening and closing duties, ensuring the dining area was prepared for seamless service transitions.
- Cultivated warm relationships with regular customers.
- Maintained clean and organized dining areas to uphold restaurant hygiene standards.
- Set positive tone for entire dining experience as first point of contact for incoming guests.

Bar & Restaurant Kilometro 0 - Bartender Shift Manager

Cuba ,La Habana

05/2023 - 12/2023

- Kept alcoholic beverages well-stocked and organized to meet expected demands.
- Managed bar inventory, restocked supplies and placed orders for spirits, beer, wines, and mixers.
- Kept bar presentable and well-stocked to meet customer needs.

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Education

03/2022

ACC ,Asociación De Cantineros De Cuba

La Habana ,Cuba

Bachelor : Mixologist

07/2017

Pedro Veliz Hernandez ESBU

La Habana, Cuba

GED: High School

Skills

- Food Costing
- Buffet setup
- Food photography
- Reservation Management
- Food presentation
- Order Taking
- Phone Etiquette
- Strong Work Ethic
- Task prioritization
- Guest engagement
- Exceptional customer service

- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Adhered to state laws regarding alcoholic beverage services and customer regulations.
- Followed alcohol awareness procedures for preventing excessive guest intoxication.
- Performed opening and closing duties, printing sales reports, setting up for incoming shift, preparing cash drawers, and taking inventory.

Bar & Restaurant La Vitrola - Bartender

Cuba, La Habana

03/2022 - 04/2023

- Increased customer satisfaction ratings by 20% through attentive service and prompt resolution of complaints
- Handled over 100 customer orders daily, ensuring accuracy and timely delivery, leading to 25% rise in repeat customers
- Trained and supervised 5 new hires on food safety protocols and customer service standards

mixology Bar Bitacora - Bartender Supervisor

La Habana

02/2021 - 03/2022

- Trained new bartenders on drink preparation, product promotion, garnish preparation, and sanitation protocol.
- Trained 10 new bartenders on drink preparation, product promotion, garnish preparation, and sanitation protocol.
- Reduced waste and costs by closely monitoring inventory levels and implementing proper storage techniques.
- Increased overall revenue with creative drink promotions and themed events.

El Farallon - Bartender

La Habana , Cuba

10/2020 - 01/2021

- Served high customer volumes during special events, nights, and weekends.
- Maintained a clean and organized workspace, ensuring compliance with health and safety regulations.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Contributed to a positive work environment through effective teamwork and communication with colleagues.

- Team collaboration
- Performance improvement
- Cleanliness standards
- Cash handling
- Inventory management
- Hospitality service expertise
- Client relationship building
- Teamwork and collaboration
- Positive attitude
- Multitasking and time management
- Creative team collaboration
- Adaptability to changing conditions
- Sales skills
- Technical proficiency
- Experienced with Excel and Word
- Experience with window software