

Reynel Flores

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Objective

Seasoned hospitality professional with over eight years of experience in fine dining and bartending, complemented by deep expertise as a wine specialist. Adept at delivering exceptional guest experiences, leading service teams, and curating high-end beverage programs. Strong background in customer relations, upselling strategies, and event coordination. Currently pursuing a degree in Business Administration, bringing a solid foundation in management, operations, and strategic planning to enhance service delivery and drive business growth.

Education

BUSINESS | PRESENT | EL CENTRO COLLEGE

- Major: Business Administration
- GPA 3.6/4.0
- Certified as Wine Specialist, The Court of Master Sommelier.

Skills & Abilities

- Warm, engaging demeanor; skilled at building rapport
- Ability to handle high-pressure situations with a calm, friendly attitude
- Multitasking while maintaining attention to detail

Service Orientation

BARTENDER | HALL ARTS HOTEL ELLIE'S RESTAURANT | MAY 2022 TO PRESENT

- Prepare and serve a wide variety of cocktails, wine, and spirits in a high-end, art-centric hotel setting
- Deliver exceptional guest service, creating personalized experiences to enhance customer satisfaction and repeat business
- Collaborate with front and back-of-house staff to ensure efficient operations and timely service during high-volume events and regular service
- Maintained cleanliness and organization of the bar area, ensuring compliance with health and safety standards
- Manage inventory and assist with ordering to ensure proper stock levels and minimize waste

SERVER/BARTENDER | AL BIERNAT'S STEAKHOUSE | FROM SEPTEMBER 2019 TO 2023

- Delivered exceptional service in a high-volume, upscale dining environment renowned for fine cuisine and VIP clientele.
- Maintained deep knowledge of menu items, wine pairings, and seasonal offerings to enhance the guest experience.
- Consistently met and exceeded sales goals through suggestive selling and personalized recommendations.
- Trained and mentored new staff on service standards, menu details, and customer engagement techniques.
- Managed multi-table sections while ensuring precision, attention to detail, and prompt service under pressure.
- Built loyal clientele through professional demeanor, discretion, and a commitment to excellence.

BARTENDER | THE DEARBORN CHICAGO IL | FROM 2016 TO 2019.

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COOK, FOOD RUNNER, SERVER ASSISTANT, FINE DINING SERVER | VOLARE RESTAURANT, CHICAGO, IL | FROM 2011 TO 2016.

- Delivered exceptional guest experiences in a fast-paced, high-volume fine dining environment, consistently upholding standards of service and hospitality.
- Coordinated with kitchen staff and servers to ensure timely and accurate food delivery as a food runner and expo.
- Maintained cleanliness and efficiency in dining and service areas, resetting tables quickly and effectively to optimize turnover.
- Supported servers with table maintenance, guest needs, and high-level customer engagement to ensure smooth service flow.
- Demonstrated extensive knowledge of menu items, wine pairings, and daily specials, offering informed recommendations to enhance the dining experience.
- Trained new staff on fine dining service etiquette, safety standards, and restaurant protocols.