



DENNIS IGNACIO MANGILIT

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BARTENDER/LEAD BARTENDER/MIXOLOGIST

PERSONAL SUMMARY

Having a 15 years of Expertise in Bartending in a Cruise Line , and have the ability to work under pressure amid distractions , also I can share my knowledge , and im a outgoing, attentive Bartender who is knowledgeable and passionate about wines,spirits and cocktails. Im always the first to approach guests with a welcoming smile and being and extremely knowlegable is able to answer any questions they may have about drink and food menus, and have the Areas of Expertise like, MIXING DRINKS, COCKTAILS DRINK MECHANICS, HOSPITALITY INDUSTRY, DRINK PRICING , GUEST RELATIONS.

WORK EXPERIENCE

RCCL-Royal Carribean Cruise Line Inc- Miami Florida

Febuary 5, 2018- PRESENT – BARTENDER

May 1, 2017- Febuary 5, 2018 – LEAD BARTENDER

March 20, 2017 –May 1, 2017- MIXOLOGIST

December 2006- 2016- BARTENDER

September 23, 2003-2005- BAR SERVER

DUTIES AND RESPONSIBILITIES:

- Mixing and serving alcohol beverages to customers from all walks of life.
- Maintaining a thorough knowledge of all bar promotions and drink prices.
- Setting up the Bar, side stations, side tables and displays at the start of the day
- Checking a customer's ID to confirm that they are legally able to consume alcohol.
- Ensuring that the bar is always well stocked with wide selection of wines and spirits.
- Advising guests on their choice of Champagnes, Spirits, Beers, Whiskies and Brandies.
- Washing up glasses, dishware and utensils and putting them away
- Welcoming, acknowledging and greeting guests who come to the bar for a drink.
- Monitoring the intake of alcohol by guests, and
- Assign to, and responsible for leading & driving results in our " Premium bar venue unique original concept, while ensuring superior excellent beverage service
- Driving sales and profits to accomplish financial targets
- Assessing training needs and providing relevant motivation and coaching to ensure
- Venue service efficient, quality and profitability
- Preparing venue work schedules in compliance with ILO policies
- Committed to the financial success of our own assigned venue and of the company
- Implement goals and objectives based on food and beverage divisional leadership
- Make guest loyalty a key driver of our business model
- Able to work independently as needed in order to maintain daily objectives of beverage venue
- Constantly review operating cost in venue to ensure inventory not stolen and maintain par level
- Prepare and update schedule to ensure manpower and resources are utilized to maximize venue profitability
- TRAINING and development
- Responsible for assessing training needs by reviewing operational weaknesses and deficiencies and provide relevant motivation coaching and training to drive venue profitability and guest satisfaction
- Conducts regular meetings briefings and one on one sessions on a daily basis to ensure proper communication and leadership direction.
- Conducts training and compliance for safe alcohol awarenesses
 Maintain high level of supervision & presence in the venue
 Exhibits active leadership style by setting positive operational tone in all venue with regular consistent professional interaction.
 Actively observe service quality overseeing creative process with all beverage presentation.
 Inspecting cleanliness and organization of the venue.
 Evaluating work function in order to determine best service practice
 Recognizing and compliment strong performers and outstanding services communicating performance issues to staff and following up on all matters requiring attention
 Demonstrate skills in resolving conflict among employees
 Promotes high level of familiarity and knowledge of all current beverage menu.

1771 GROUP OF RESTAURANT, 11/F Agustin Bldg. F.Ortigas Jr. Ortigas Center Pasig City

ASSISTANT SERVER/BAR HELPER – October 4, 2001- August 20, 2003

EDUCATIONAL ATTAINMENT: College Graduate