

Josan Roa

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PROFESSIONAL SUMMARY

Friendly Bartender with exceptional Barista and Bartending skills. Keep work area clean, stocked and conveniently organized at all times. Successful in delivering quality service in fast-paced environments with high-volumes of patrons. Capable as Barista and Bartending, passionate about serving customers well while exceeding customer expectations and maintaining poise and sense of humor in demanding environments. Strong history of exceptional service in food and beverage establishments.

WORK EXPERIENCE

Bartender Feb 2023 - Nov 2023
MSC cruise (PTC Philippine Transmaritime Carries Inc) • Makati

- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Followed alcohol awareness procedures for preventing excessive guest intoxication.
- Handled simultaneous customer, team, and business needs while avoiding unnecessary delays or errors.
- Obtained cash bank and stocked service bar to prepare for operation.
- Served high customer volumes during special events.

Bartender Apr 2022 - Nov 2022
Mano Maritime (Career Philippines Maritime Inc) • Makati

- Prepare mixed drinks, wine, draft or bottled beer and non-alcoholic beverages for food and beverage servers or serve directly to patrons
- Collect payment for beverages and record sales
- Maintain inventory and control of bar stock and order supplies
- Clean bar area and wash glassware
- May train and supervise other bartenders and bar staff

Customer service representative Jul 2021 - Mar 2022
WNS Philippine Global Solution • Muntinlupa

- Help customers plan travel time and routes, prepare and issue tickets, assign seats, prepare boarding passes, check baggage, attend boarding gates
- Trace lost, delayed or misdirected baggage for customers.
- Complete pre-flight documents regarding passenger and cargo load, catering count, special requests and other flight information
- Relay operational messages to operations control and downline stations

Bartender Mar 2019 - Nov 2019
Mano Maritime (Career Philippines Maritime Inc) • Makati

- Mix liquor, soft drinks, water and other ingredients to prepare cocktails and other drinks
- Prepare mixed drinks, wine, draft or bottled beer and non-alcoholic beverages for food and beverage servers or serve directly to patrons
- Collect payment for beverages and record sales
- Clean bar area and wash glassware
- Ensure compliance with provincial/territorial liquor legislation and regulations

Batender Mar 2018 - Jan 2019
MS Leisure World (SSM Maritime) • Manila

- Mix liquor, soft drinks, water and other ingredients to prepare cocktails and other drinks
- Prepare mixed drinks, wine, draft or bottled beer and non-alcoholic beverages for food and beverage servers or serve directly to patrons
- Collect payment for beverages and record sales
- Maintain inventory and control of bar stock and order supplies
- Clean bar area and wash glassware
- May train and supervise other bartenders and bar staff

Barista / Bartender Nov 2017 - Feb 2018
Rib shack • Las piñas, Philippines

- Take beverage orders from serving staff or directly from patrons
- Prepare mixed drinks, wine, draft or bottled beer and non-alcoholic beverages for food and beverage servers or serve directly to patrons
- Maintain inventory and control of bar stock and order supplies
- Clean bar area and wash glassware
- Ensure compliance with provincial/territorial liquor legislation and regulations

Barista Mar 2017 - Sep 2017
Roasted Sip • Jerudong, New Brunswick

- Trained new team members with positive reinforcement and respectful, encouraging coaching.
- Controlled line and crowd with quick, efficient service.
- Operated espresso machines and commercial coffee brewers to create beverages.
- Completed successful daily cash audits to correctly balance drawers at end of shifts.
- Created wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores.
- Monitored supply levels at counter and maintained customer areas to meet typical demands.
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales.

Barista Feb 2016 - Feb 2017
Fundamental • Makati, Philippines

- Controlled line and crowd with quick, efficient service.
- Operated espresso machines and commercial coffee brewers to create beverages.
- Completed successful daily cash audits to correctly balance drawers at end of shifts.
- Created wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores.
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales.

Service ambassador Aug 2013 - Aug 2015
Resorts world Manila at impression fine dining (Steadfast manpower cooperative) • Parañaque, Philippines

- Informed customers of service specials, completion times, and service expenses to provide exemplary customer service.
- Documented problems and corrective actions to maintain records.
- Pleasantly greeted customers and asked open-ended questions to better determine needs.
- Maintained high customer satisfaction standards to meet or exceed targets.
- Suggested add-on services that would be helpful to customers and improve bottom line.
- Handled customer issues with confidence, using complex problem solving to provide effective resolution.

EDUCATION

Bachelor of Science: Hotel and restaurant management. Mar 2006 - Mar 2012
Arellano university • Pasay, Philippines

SKILLS

Bartending: Over the years of experience I gain my knowledge when it comes to bartending not only making cocktails but also how to improve your personality, inventories and guest relation.
Specialty coffee: Nowadays coffee is becoming more interesting for people, that's why I enhance my knowledge when it comes to coffee. From planting, process and market coffee industry are expanding that's why I want to be Møre involved.

CONTACT REFERENCE

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Applicant Name