

# JUAN PATINO

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Results-driven Food and Beverage Professional with five years of experience in delivering exceptional customer service and managing food and drink operations. Proven track record in enhancing guest experiences through meticulous attention to detail, effective communication, and a strong understanding of food and beverage preparation. Demonstrates expertise in managing high-volume service environments, crafting innovative cocktails, and maintaining high standards of cleanliness and presentation. Committed to fostering a positive atmosphere and driving operational excellence in dynamic and fast-paced settings.

**Customer Focused | Team Player | Attention to Detail | Multitasking | Communication**

## WORK EXPERIENCE

### **Server & Food Runner - Buffalo Serrano**, Manizales, Colombia

*September 2021 - September 2023*

- Delivered exceptional service by greeting guests, taking accurate orders, and addressing special requests or dietary restrictions with professionalism and efficiency.
- Managed and prioritized multiple tables, ensuring timely and accurate delivery of food and beverages while maintaining a high level of customer satisfaction.
- Efficiently transported food and beverages from the kitchen to the dining area, ensuring that orders were correct, hot, and presented attractively.
- Provided detailed information about menu items, including ingredients and preparation methods, and made recommendations based on guest preferences.
- Prepared tables with proper settings, including utensils, napkins, and condiments, and cleaned and reset tables promptly for new guests.
- Handled cash and credit card transactions, processed payments accurately, and issued receipts while maintaining a balanced cash drawer.
- Worked closely with kitchen staff and other servers to coordinate orders, resolve issues, and ensure a smooth and efficient service flow.
- Adhered to all health and safety regulations, including proper food handling, sanitation practices, and cleanliness of work areas.

### **Customer Service Representative - Acopi Caldas**, Manizales, Colombia

*October 2021 - December 2022*

- Provided comprehensive support to staff across various activities and projects, ensured smooth execution by coordinating tasks, facilitating communication, and addressing any issues.

- Managed logistical aspects of projects, including customer service, organizing setups, and maintaining accurate records.
- Ensured that all operational processes are efficiently executed and align with project requirements.
- Conducted thorough inventory assessments of all logistical materials required for projects.
- Monitored stock levels, tracked usage, and adjusted budgets accordingly to ensure financial resources are effectively allocated and managed.

**Bartender - The Argyle**, Sídney, Australia

*March 2020 - February 2021*

- Expertly prepared and served a diverse range of cocktails, mixed drinks, and non-alcoholic beverages, ensuring high-quality and consistent presentation to meet customer expectations.
- Provided exceptional service by engaging with guests, taking drink orders, and delivering beverages promptly. Offered recommendations based on guest preferences and ensured a positive dining experience.
- Managed bar inventory, including ordering and restocking supplies, tracking usage, and maintaining organized and clean workstations. Ensured compliance with health and safety regulations, including proper handling of alcohol and sanitation practices.
- Worked closely with kitchen and service staff to ensure timely delivery of drinks, resolve any service issues, and support a cohesive and efficient team environment.
- Addressed and resolved guest concerns or complaints with professionalism and empathy, aiming to enhance overall customer satisfaction and loyalty.

## **EDUCATION**

**Arbutus College**, Vancouver, BC

**Hospitality Management**

*September 2023 - Present*

**Manizales' s University**, Manizales, Colombia

**Business Administration**

*June 2014 - February 2019*