****

**Erin N. Mellinger**

8183 Burgundy Avenue, Rancho Cucamonga, CA 91730 ◦ erin.mellinger@gmail.com ◦ (626) 252-4525

**Objective**

Diligent, knowledgeable, and upbeat bartender/server seeking a challenging position in a fast-paced, fun environment where my enthusiasm, multi-tasking skills, and passion for providing remarkable hospitality and creating stellar customer experiences will nurture positive relationships with customers and contribute to team success in growing and maintaining a thriving customer base.

**Education**

***2016 - 2019 Bergin University of Canine Studies—Penngrove, CA*** - Master of Science in Human-Canine Life Sciences - Graduated with Honors

***2004 – 2006 California State University—Northridge, CA*** - Bachelor of Arts degree in English - Graduated Cum Laude

***2015 National Bartenders School—Covina, CA  
 Bar Virgin University Online*** - 40+ hours of training in all aspects of bartending - Bartending Certificate

**Professional Certifications/Skills**

* **County of San Bernardino Food Handlers Training Certificate**
* **California Responsible Alcoholic Beverage Server/Seller Certification**
* Proficient in Aloha POS and Toast POS systems
* Extensive understanding of liquor, liqueurs/cordials, beer, and wine
* 9+ years corporate management, social media marketing, and business networking experience *(Marketing & PR Manager, BNI® Headquarters)*
* Extremely strong organization and communication skills
* Excellent at multi-tasking, acknowledging each customer, and meeting customers’ needs in an efficient and timely manner with a calm demeanor, upbeat attitude, and a smile during hectic, high-volume rushes when the bar is completely slammed
* Highly adept at scanning the bar and surrounding tables to assess and anticipate both customer needs and bar/restaurant team needs

**Work Experience**

**05/2023 – Present Etiwanda Roadhouse—Rancho Cucamonga, CA   
*Bartender/Server***- Responsible for both setup and breakdown bar duties, and for making sure the bar is always properly stocked  
- Acknowledge and greet each customer with a smile, creating a friendly, welcoming, fun, and enjoyable environment  
-Responsible for taking all food and beverage orders both at the bar and on the restaurant floor, and ensuring prompt, accurate fulfillment of all orders  
- Assist customers with making personalized food and beverage choices by making suggestions tailored to their individual preferences  
- Responsible for maintaining a clean and sanitary environment behind the bar/throughout the restaurant and ensuring adherence to state and federal regulations in regard to the sale and distribution of alcohol at all times  
-Unhook/remove kegs from cooler when they blow and immediately replace and hook up the proper, previously-chilled keg to ensure all advertised tap beer is available at all times  
-Take every opportunity to create the ultimate customer experience and develop customer connections by actively engaging in conversation and entertaining them with witty banter that they will enjoy and come back for  
-Anticipate needs of patrons, identify customers needing to be cut off, and promptly notify management of any potentially volatile/dangerous situations which may put the safety of customers/staff at risk  
- Diligently adhere to company operating policies and standards regarding safe and accurate cash handling practices  
**04/2017 – 04/2023 Black Watch Pub—Upland, CA   
*Bartender/Server***- Same job duties as listed above under the Etiwanda Roadhouse heading

**01/2016 - 02/2017 Knockouts—Arcadia, CA   
*Bartender/Cocktail Server***

- Responsible for both setup and breakdown bar duties, and for making sure the bar was always properly stocked  
- Promptly acknowledged and greeted each new customer with a smile, creating a friendly, welcoming, fun, and enjoyable environment  
- Assisted customers with making personalized beverage choices from an extensive drink menu by inquiring about their preferences, tapping into my comprehensive liquor, beer, and wine knowledge to describe and explain beverage options, and by making specifically tailored drink suggestions

- Provided stellar customer service to patrons within a very high-volume, fast-paced environment; filled a wide variety of drink orders in a short period of time while maintaining an efficient flow of service behind the bar, keeping the bar clean and sanitary, and ensuring adherence to state and federal regulations in regard to the sale and distribution of alcohol at all times  
- During day bartending shifts, was solely responsible for taking all orders and making/serving all drinks for both bar customers and customers seated at floor tables outside of the bar  
- Handled an extremely packed bar of customers while wowing patrons with drinks personalized to their specific tastes and offering up a big dose of personality and entertainment  
- Effectively kept constant tabs on the environment and on all patrons to anticipate needs and identify cues for customers needing to be cutoff, as well as cues for possible volatile situations of which management should be promptly notified   
- Took orders for appetizers, prepared food in the back kitchen, and served food to customers both at the bar and on the floor  
- Diligently adhered to company operating policies and standards, maintained safe, efficient cash handling practices, and effectively carried out customer transactions using the Aloha POS system

**12/2006 – 08/2015 BNI® Headquarters—Upland, CA   
*Marketing/Branding/PR Manager***

- Oversaw the entire in-house Marketing/Branding/PR Department and supervised a team of five department employees to create, monitor, and evaluate the overall marketing-communications strategy including advertising, promotions, and public relations   
  
- Maintained detailed file organization of legal documents, contractual agreements, in-house web content, and each BNI HQ-directed project related to BNI’s global marketing strategy/presence  
  
- Directly supported the Founder & Chairman of the world’s largest business networking organization by serving as ghostwriter and developmental editor for the majority of his written materials   
  
- Responsible for creating the organization's brand guidelines, writing all blog posts, press releases, e-mail marketing materials, and web page content to be distributed company-wide across the globe   
  
- Liaised with BNI franchisees in over 60 countries worldwide to coordinate adherence to corporate branding guidelines and effective implementation of company marketing strategy to maximize positive exposure in local, national, and global markets   
  
- Reviewed content to confirm artwork, verify facts, and ensure consistency in voice, messaging, and alignment with strategic business direction   
  
- Responsible for daily posting of fresh, effective social media/web content, digital ads, and newsletters that had a direct and measurable effect on bottom-line business goals   
  
- Handled daily inquiries regarding the BNI organization, its mission, and its practices   
  
- Developed a proven track record for the ability to closely understand the overall objective of a project and exert creativity in coming up with different angles to achieve project goals and put ideas into action   
  
- Participated in giving Company Headquarters presentations at both National and International Conferences