Rafael Moreno

Hotel Bartender

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SKILLS

- Craft Cocktails
- Wine Service
- Room Charges
- PMS
- POS System
- Room Service
- Cash Handling
- Responsible Beverage Service
- Organizational Skills
- Multitasking

EDUCATION

Associate of Arts 05/2022

San Diego Mesa College

San Diego, CA

Hospitality and Culinary Arts

CERTIFICATES

Responsible Beverage Service (RBS) Certification

06/2022

California Department of Alcoholic Beverage Control

California Food Handler Card

06/2025

ServSafe, National Restaurant Association

SUMMARY

Hotel Bartender with 5 years in hotel and restaurant service, now running the lobby bar of a 320-room waterfront hotel. Serves craft cocktails and wine to travelers, posts room charges to the hotel PMS, and multitasks between bar guests, lounge tables and room service tickets with strong organizational skills.

EXPERIENCE

Hotel Bartender 05/2024 - Present

Harborview Bay Hotel San Diego, CA

- Run a 12-seat lobby bar and 40-seat lounge for a **320-room** hotel, serving 180 to 220 guests a night.
- Process room charges and verify guest names against the PMS, with zero disputed bar charges at checkout in 2025.
- Sell local craft beers, California wines and 8 house cocktails, lifting lounge sales 14% over 2024.
- Coordinate late-night room service drink orders with the kitchen, delivering most within 25 minutes.

Bartender 07/2022 - 04/2024

Fifth Avenue Kitchen and Bar San Diego, CA

- Crafted cocktails and poured wine for a 20-seat bar in a busy downtown restaurant on 5 nights a week.
- Balanced cash and card sales on the POS system at close, with drawers within $3 on 99% of shifts.
- Checked IDs for every guest and followed RBS rules for intoxicated guests, with no violations in 2 years.
- Organized the back bar and weekly order sheet for 120 spirits, cutting out-of-stock items to near zero.

Room Service Server 08/2021 - 06/2022

Harborview Bay Hotel San Diego, CA

- Delivered 30 to 40 in-room dining orders per shift with accurate charges to guest folios.
- Set up in-room wine and champagne service for 15 to 20 special-occasion bookings a month.
- Learned the hotel's beverage list and PMS before moving to the lobby bar team.