AB

Ashley Baker Haynes

ah377107@gmail.com

3303100161

Lakewood, OH 44107

Online Digital Resume

Professional Summary

Professional hospitality leader with significant experience in managing high-energy bar environments. Proven ability to enhance guest satisfaction, streamline operations, and drive revenue growth. Strong focus on team collaboration and delivering consistent results, adapting seamlessly to evolving needs. Expertise in inventory management, staff training, and creating inviting atmosphere. Reliable and goal-oriented, ensuring operations run smoothly and efficiently.
Hospitality professional with proven track record in upscale bar environments. Led teams to deliver outstanding service and maintain high standards of cleanliness and safety. Known for effective communication and problem-solving abilities.

Work History

Middle Bass Island General Store - Bartender
Middle Bass, OH
05/2026 - Current

- Prepared and served a wide variety of beverages to guests, ensuring high-quality presentation and taste.
- Maintained cleanliness and organization of bar area, adhering to safety and sanitation guidelines.
- Provided exceptional customer service by engaging patrons and responding promptly to inquiries.
- Assisted in inventory management by tracking stock levels and ordering supplies as needed.
- Served high customer volumes during special events, nights, and weekends.
- Performed opening and closing duties, printing sales reports, setting up for incoming shift, preparing cash drawers, and taking inventory.
- Efficiently opened or closed the bar according to established procedures, ensuring preparedness for each shift.
- Developed loyal clientele by consistently delivering outstanding service and engaging in friendly conversation.
- Upsold menu items to customers, driving up per sale revenues and maximizing profits.

Skills

- Staff Training and Development
- Idea Development and Brainstorming
- Professional Service Standards
- Patron Rapport
- Age Identification and Compliance
- Supply and Inventory Maintenance
- Outstanding Customer Service
- Teamwork and Professionalism
- Staff Management
- Operations Management
- Compliance understanding
- Hiring and Training

Education

Ohio University
Athens, OH
No Degree: Sociology

- Templeton Scholarship Recipient

Baldwin Wallace University
Berea, OH
Bachelor of Arts: Small Business Administration And Management

The Lounge at City Goods - Bar Manager
Cleveland, OH
09/2024 - Current

- Created a welcoming atmosphere, fostering a loyal customer base and repeat business.
- Oversaw maintenance tasks for the bar area, ensuring a clean and safe environment for patrons at all times.
- Mentored and trained staff members to ensure exceptional customer service standards.
- Kept alcoholic beverages well-stocked and organized to meet expected demands.
- Crafted special drink and cocktail menu items for seasonal offerings.
- Introduced new cocktails to the menu based on market research that became popular choices amongst customers.
- Streamlined inventory management for optimal stock levels and reduced waste.
- Safeguarded compliance with health, safety, and sanitation regulations in all operations.

Solstice Lakewood - Assistant Manager and Bar Manager
Lakewood, OH
09/2023 - Current

- Supervised day-to-day operations to meet performance, quality and service expectations.
- Developed strong working relationships with staff, fostering a positive work environment.
- Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.
- Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs.
- Managed inventory levels to minimize stockouts while reducing overhead costs.
- Generated repeat business through exceptional customer service.
- Collaborated with the management team to develop strategic plans for business growth and improvement.
- Boosted employee morale by recognizing outstanding performance and celebrating team accomplishments.

Xanterra Parks & Resorts - Bartender
Grand Canyon, AZ
11/2022 - 09/2023

- Served high customer volumes during special events, nights, and weekends.
- Performed opening and closing duties, printing sales reports, setting up for incoming shift, preparing cash drawers, and taking inventory.
- Kept bar presentable and well-stocked to meet customer needs.
- Followed alcohol awareness procedures for preventing excessive guest intoxication.

Certifications

- Serve Safe Licensure in California, Florida, and Ohio completed between 2021-2022
- Etips Certification in California in 2021
- Etips Certification Concessions in 2022

- Trained new bartenders on drink preparation, product promotion, garnish preparation, and sanitation protocol.
- Adhered to state laws regarding alcoholic beverage services and customer regulations.

The Boardwalk Restaurant - Bartender
Put-in-Bay, OH
05/2022 - 10/2022

- Kept bar presentable and well-stocked to meet customer needs.
- Performed opening and closing duties, printing sales reports, setting up for incoming shift, preparing cash drawers and taking inventory.
- 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.
- Set up bar for operation, obtained cash bank and stocked service bar.
- Kept alcoholic beverages well-stocked and organized to meet expected demands.
- Adhered to state laws regarding alcoholic beverage services and customer regulations.
- Handled simultaneous customer, team and business needs while avoiding unnecessary delays or errors.
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals.
- Taught employees bar sales techniques, resulting in higher profits

Ocean Reef Club Key Largo - Bartender
Key Largo, FL
02/2022 - 04/2022

- Adhered to state laws regarding alcoholic beverage services and customer regulations.
- Assisted servers with specialty drinks orders by preparing on-demand items without delay.
- Operated efficiently in high-volume setting to prepare and serve more than 7 drinks at once expediting service for all guests.
- Trained 4 new bartenders on drink preparation, product promotion, garnish preparation and sanitation protocol.
- Generated higher ticket averages by training employees on suggestive up-selling techniques.

Catalina Island Company - Bartender
Avalon, CA
07/2021 - 11/2021

- - Came mid season to assist with overworked bar staff.
- - Learned new POS system and drink menu in 2 days.
- - Assisted in numerous large scale commercial and private events.
- - Maintained inventory for 2 inside bars and 4 satellite bars for the Buccaneer Days annual festival.

- - Helped in managing 20 bar backs during said event while running service bar by myself.

Hobbies

I'm a voracious reader, podcast listener, and I just bought a Nintendo Switch so I'm never worried about downtime or self entertainment. I also love hiking, biking, walking, and horror movies.