

Michael Woodward

Bartender / Manager

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Tustin, CA, 92782, USA

I am a proactive initiator, meticulous planner, and inspiring leader. My work is driven by a passion for accomplishing tasks efficiently while fostering meaningful connections and enjoying the process. I strive to be approachable, friendly, and easy to collaborate with, valuing both self-sufficiency and teamwork. I am continuously seeking to enhance my bartending skills and fuel my passion for the craft.

Work Experience

Bartender

Jun 2024 - Present

SunSeris Bar Catering | Orange County

- Contributed to event bar setup & cleanup activities.
- Served patrons with a high level of enthusiasm and courtesy.
- Adhered to health and safety regulations while preparing drinks to SunSeris standards.
- Enhanced bartending proficiency and operational effectiveness through ongoing skill development.

Bartender/Manager

Jul 2023 - May 2024

Guildhouse | San Jose, CA

- Demonstrated ability to monitor and control stock levels, ensuring all departments had necessary resources for business day.
- Contributed to daily bar setup, prep, and cleanup activities.
- Prepared drinks according to Guildhouse standards and customer needs, serving over one hundred guests a day.
- Cultivated strong long-term customer relationships, dedicated to addressing any service concerns.
- Ensured high productivity and efficient service while managing transactions and inventory control.
- Utilized visual merchandising techniques in the arrangement of bar area for maximum efficiency and aesthetic.

Operations Supervisor

Jan 2023 - Jul 2023

Bowlero | Cupertino, CA

- Learned how to operate all the different parts of a bowling alley from kitchen, to bar, to merchandising.
- Orchestrated numerous corporate events and retail operations with precision and attention to detail.
- Exhibited exceptional customer service and deescalated stressful situations with guests and employees.
- Exemplified leadership through a positive demeanor, fostering a culture of teamwork.
- Upheld and adhered to policies and procedures, controlling costs, loss prevention, and managing inventory.

Barback / Event Manager

Jul 2021 - Dec 2022

Guildhouse | San Jose, CA

- Communicated with clients, hosted venue tours and facilitated financial transactions for events; driving sales and revenue.
- Planned & executed large and unique events with Guildhouse front end and clients, adhering to local laws.
- Acquired proficiency in assisting the bar during large-scale events.
- Regularly fulfilled Barback responsibilities including : restocking, cleaning glassware, and preparing garnishes.
- Maintained a focus on guest safety and ensured adherence to safety protocols at all times.

Operations Core Lead

Jun 2019 - Jun 2021

Disneyland Resort | Anaheim, CA

- Took decisive action on significant operational changes and talent development, with a commitment to corrective action when necessary.
- Developed and implemented strategies for ongoing responsibilities to the lead team and ensured accountability to have tasks completed.

- Assisted in the interviewing and selection process for new leads and trainers, making decisions aligned with organizational goals.
- Consistently unified and mediated any issues on the Leadership team.
- Upheld and promoted high standards of quality and core values on the Leadership team such as Honesty, Courage, and Openness.

Central Scheduler

Nov 2018 - Jun 2021

Disneyland Resort | Anaheim, CA

- Managed and balanced staff workload for the whole area of 650 Cast Members.
- Filled in shifts from employee call outs, ensuring smooth operations.
- Verified and filed Safety Attraction Checklists for each attraction, ensuring they are safe to operate and prepared for emergencies.
- Executed proper documentation for legal compliance, adhering to regulations and standards.
- Coordinated with employees to manage day-of schedule changes, facilitating seamless adjustments.
- Reduced labor cost over 10% to meet labor budget goals.

Operations Lead / Trainer

Jan 2013 - Jun 2021

Disneyland Resort | Anaheim, CA

- Supervised up to 35 Front End Cast Members with a positive energy, ensuring operational setup and functionality.
- Provided assistance and awareness during medical emergencies and diffused tense situations effectively.
- Led by example, fostering teamwork and cooperation, while delivering exceptional guest service.
- Mentored over 20 upcoming leaders in training development with coaching and constructive feedback.
- Provided training to a diverse variety of employees that were new to the operation.
- Maintained a balance between Safety, Courtesy and Efficiency in all operations while training new employees.
- Exhibited reasonable results oriented decision-making in high-stress situations.

Core Skills

Microsoft Knowledge : Word, Excel, PowerPoint, Outlook, Scheduling, Monetary Tracking, Alcohol Point of Sales, Calendar Organization, Liquor Ordering Platforms, Beer Ordering Systems, Leadership Training, Teamwork Oriented, Adaptable, Calm, Courteous, Integrity, Helpful, POS

Education

Southern New Hampshire University

Jun 2021

BS Business Admin

Certificates

ServSafe Manager

Mar 2023

TIPS

Mar 2023

RBS from ABC

Aug 2022

BarSmarts Basics & Professional

Mar 2024