



Joseph Onori

Professional Summary

Skilled service professional with strong background in food and beverage, restaurant, bar, catering and event serving, planning, and setup. Twenty plus years in the field with a strong desire to drive business success. Professional with intuitive ability to engage customers one-on-one while being friendly, open, and committed to building customer base by providing a positive experience. Capable and passionate about serving customers while exceeding customer expectations and maintaining poise and sense of humor in demanding environments. Strong history of exceptional service in all types of venues and establishments. Dependable and driven with independent approach to handling high-volume customer loads. Excellent relationship-builder and multitasker always ready to support team needs.

Work History

Turney's Tavern - Bartender/Operations Manager Supervisor

Wyndmoor, PA

01/2020 - 03/2020

- Performed opening and closing duties of establishment, including printing sales reports, setting up bar for next shift, counting cash drawer and taking inventory.
- Maintained relationships with restaurant vendors and owner to facilitate effective inventory management and implement cost controls.
- Maintained secure cash drawers, promptly resolving discrepancies for accuracy.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demand.
- Grew sales 15% and boosted profits 15% by applying proactive management strategies and enhancing sales training.
- Upsold daily specials and beverage promotions to exceed daily sales goals.

Whitemarsh Valley Country Club (Members Only) - Lead Bartender

Lafayette Hill, PA

03/2019 - 01/2020

- Maintained highly loyal clientele by delivering unparalleled service at every stage of restaurant dining experience.

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📍 Philadelphia, PA 19128

Skills

- Customer service
- Flexible & Adaptable
- Responsible
- Relationship-Building
- Detail-Oriented
- Leadership
- Good Listening Skills
- Teamwork
- Excellent Work Ethic
- Computer Skills

Education

05/1990

Community College Of Philadelphia

Philadelphia, PA

Associate of Arts: Business Management

06/1985

Father Judge Catholic High School

Philadelphia, PA

High School Diploma

- Governed dining area with natural leadership talents and organizational strategies focused on balancing guest and business needs.
- Kept accurate inventories and notified management of ordering needs for liquor, beer, wine and bar supplies.
- Applied excellent organizational and multitasking abilities to handle simultaneous customer, team and business needs while avoiding unnecessary delays or errors.
- Served food and beverage to 600 members for a private country club.
- Maintained accurate cash drawer per shift.
- Set up glassware, liquor and other necessary supplies for special events.
- Assisted in preparing dining room for special upcoming functions, including decorating and generating and printing out special group menus.

Ace Golf Club (Chubb Insurance) Garces LLC. - Head Bartender

Philadelphia, PA

01/2018 - 02/2019

- Memorized and addressed all members accordingly.
- Stayed in open communication with kitchen team to assess cooking times, avoid worker overload and minimize customer dissatisfaction.
- Boosted bar operational efficiency and profitability by mentoring team members on procedures and productivity strategies.
- Tended bar at special events and directed team to provide exceptional service for weddings, business meetings and society gatherings.
- Developed unique drink and cocktail offerings on monthly basis as part of seasonal offerings.
- Maintained secure cash drawers, promptly resolving discrepancies for accuracy.
- Kept accurate inventories and notified management of ordering needs for liquor, beer, wine and bar supplies.

Garces Group - Catering Assistant

Philadelphia, PA

09/2016 - 03/2019

- Served appetizers, entrees and refilled beverages for events up to 1000 guests.
- Presented food and beverages on buffet tables and drink stations to meet contract specifications and level of event formality.
- Arranged linens and table settings according to seating plan and event theme.
- Provided friendly, courteous service to create memorable moments for guests.
- Fostered enjoyable event atmosphere through friendly guest interactions
- Maintained flexible work schedule including evenings, weekends and on-call to meet event needs.

SGS North America - Vehicle Inspector (Lease Returns)

Philadelphia, PA

03/2014 - 12/2015

- Prepared reports on vehicles' condition after inspection and submitted to SGS.
- Test drove vehicles following repair work to check for any remaining issues.
- Identified improperly repaired items and addressed with SGS to resolve.
- Took photos of all damaged areas to include with repair reports.
- Conducted in-depth inspections of vehicles to identify damage, missing parts and mechanical issues.
- Issued notices and recommended corrective actions upon discovery of infractions or problems.

Ardmore Toyota - Director of Valet

Ardmore, PA

12/2013 - 03/2014

- Worked closely with organizational leadership, including board of directors, to strategically affect direction of operations.
- Focused teams on developing innovative and cutting-edge approaches at all levels with effective resource allocation and strategic planning.
- Managed staff of 20 plus in an extremely challenging environment due to auto traffic and mechanical lift systems.
- Kept projects on schedule by managing deadlines and adjusting workflows as needed.
- Aiding service department in welcoming guests, directing guests through service experience, and delivered vehicles at conclusion of service.
- Met and surpassed GSS (Guest satisfaction survey)expectation.
- Established positive working relationships with colleagues, manager and customers through regular communication and effective anticipation of needs.

Rent-A-Center - Customer Account Representative

Philadelphia, PA

08/2011 - 08/2013

- Devised tactics to grow customer base and boost sales.
- Selling, building, delivering quality merchandise for a rent to own company.
- Managing over 300 accounts with personal attention to ensure ontime payments and assuring customer satisfaction along with handling delinquent accounts and collections.

Philadelphia Marriott Downtown - Elite Marquis Desk Clerk Floating Concierge

Philadelphia, PA

10/2005 - 10/2009

- Provided return VIP and Elite guests with personalized arrival and departure experience for a 1200 room property.
- Furnishing information and directions to various areas of property

including casino, gift shop and dining areas.

- Updated customer accounts with add-on room charges, including minibar use and room service bills.
- Provided guests with above-and-beyond service, including making outside venue reservations and setting up tours.
- Explained details regarding property, including restaurants, pool area, spa and fitness center to acclimate patrons to resort environment.
- Protected guest valuables with main safe or in individual boxes to maximize security.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Collaborated with Rooms Control and Housekeeping team members to handle guest requirements from check-in through check-out.
- Possesses knowledge of corporate products and services for specific needs of travel.
- Maintained financial accuracy by collecting deposits, fees and payments.

**Cavanaugh's River Deck Restaurant/ Night Club - Lead Bartender
/Manager's Assistant**

Philadelphia, PA

04/2003 - 04/2007

- Increased staff performance and engagement via motivational leadership.
- Planned, organized and coordinated special events and celebrations.
- Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth.
- Served over 1500 patrons on any given night shift.