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SUMMARY

With 15 years of experience in the food and beverage industry, I have a diverse background that spans various facets of this dynamic field. My journey began in Chicago, where I honed my skills in bartending and fine dining establishments. The fast-paced nightclubs of San Diego and San Francisco further sharpened my ability to thrive in high-pressure environments.

My passion for mixology and extensive knowledge of food allowed me to craft unique and memorable experiences for patrons. Whether it's creating a signature cocktail or pairing the perfect drink with a gourmet dish, I take pride in offering top-tier service.

My career has taken me across the United States, from San Diego to the Bay Area, and later to Florida, before returning to San Francisco. I've had the privilege of working in a range of settings, from small, intimate restaurants to luxurious hotels, further diversifying my expertise in the hospitality industry.

As I continue my career in San Francisco, I'm dedicated to delivering exceptional service. I aspire to further grow my knowledge in the hospitality industry, embracing new trends, technologies, and techniques that enhance the guest experience. My goal is to not only provide unforgettable moments for my guests but also inspire others in the industry through my dedication and expertise.

EXPERIENCE

Director of Operations

Stanford Court | San Francisco, CA | Feb 2022 – January 2024

- Oversee food and beverage operations, ensuring high-quality service and menu offerings
- Supervise the culinary team on menu planning, pricing and cost control measures
- Collaborate with Housekeeping & Front Office to optimizing room occupancy and revenue through effective reservation management
- Collaborate with Sales & Marketing to promote special and events; Creating flyers, ads and social media posts
- Analyze market trends and competitor pricing for informed decisions on rates and promotions
- Work closely with the accounting department to manage financial transactions and adherence to budget
- Review financial statements, identifying areas for cost savings or revenue enhancement

Manager

Wolfie's Carousel Bar | San Diego, CA | Dec 2021 – Feb 2022

- Rotating carousel bar; Parisian style bistro food; French cocktails & wine.
- Oversaw daily operations, ensuring the highest standards of service and customer satisfaction.
- Implemented a cross-training program, reducing labor costs by 10% and enhancing team flexibility.
- Managed a budget and consistently meeting financial targets and identifying cost-saving opportunities.
- Conducted regular quality control assessments, ensuring compliance with health and safety regulations.

Bar Manager

The Pointe on 30A | Panama City Beach, FL | June 2021 – Dec 2021

- Rooftop bar on the scenic 30A for private vacation homeowners
- Executed seasonal promotions, enhancing the overall guest experience, driving an increase in beverage sales.
- Implemented staff training program, resulting in improvement in product knowledge and service efficiency.
- Introduced a cost-effective inventory management system, reducing waste and optimizing stock levels to meet guest demand.

Lead Bartender

Hotel Effie | Miramar Beach, FL | Feb 2021 – Oct 2021

- Worked at multiple venues simultaneously
 - Ovide
 - Ara
 - Lobby Bar
- Achieved the highest sales performance within the entire hotel
- Provided exceptional service as the lead bartender, ensuring a positive and memorable experience for guests
- Trained new bartenders, enhancing the team's overall efficiency and customer service skills
- Implemented inventory management best practices

Bartender

Nola | Palo Alto, CA | Nov 2019 – Nov 2020

- New Orleans Cajun style restaurant & bar.
- Achieved the highest sales performance during the pandemic
- Successfully operated a mobile bar service out of an airstream during the COVID-19 pandemic, strictly adhering to all health and safety protocols and government guidelines to prevent the spread of the virus.
- Adapted service processes to comply with social distancing measures, ensuring a safe and enjoyable experience for our guests.
- Maintained rigorous sanitation practices, to prevent COVID-19 transmission among staff and patrons.
- Demonstrated resilience and flexibility by pivoting to a new service model, contributing to the sustained success of the business during challenging circumstances.
- Effectively communicated changes in service procedures to our guests, maintaining transparency and fostering a sense of trust during uncertain times.

Bartender

Temple SF | San Francisco, CA | Nov 2019 – March 2020

- Night club with multiple levels. Large venue that hosts live music and private events.
- Conducted regular inventory assessments and communicated supply needs to management.
- Managed high-volume bar operations in a dynamic nightclub setting, delivering prompt and exceptional service to a diverse clientele.
- Fostered positive customer interactions by creating a lively and engaging atmosphere.
- Utilized strong multitasking abilities to handle simultaneous drink orders and processing payments to maintain a steady workflow during peak hours.

Bartender & Server

Pendry Hotel | San Diego, CA | Dec 2016 – Nov 2019

- Worked at multiple venues simultaneously
 - Lionfish
 - Banquets
 - Pool House
 - Fifth & Rose
 - In-Room Dining
 - Nason's Beer Hall
 - Provisional Kitchen
 - Oxford Social Club
- Demonstrated versatility and adaptability by seamlessly transitioning between all food and beverage departments, including banquets, in-room dining, all restaurants, night club and rooftop pool.
- Maintained consistent service standards and upheld the hotel's commitment to excellence in all areas, ensuring a cohesive and high-quality guest experience.
- Utilized comprehensive knowledge of menu offerings across departments, providing informed recommendations and enhancing customer satisfaction.
- Actively participated in cross-functional training programs, fostering a collaborative and cohesive team culture.