

Kelly L. Flowers
6426 Monmouth Road – Parma, OH 44129
Cell: (216) 647-5024
Email: klfwork1@aol.com

Objective Management that brings leadership, problem-solving skills and interpersonal communication.
Always going the extra mile to sell more and maintain customer satisfaction.

Work Experience

17 RIVER GRILLE – CHAGRIN FALLS, OH

General Manager

3/22 – 6/22

- Maintains inventory.
- Advertise the daily, weekly and monthly promotions of the bar.
- Performs opening and closing duties
- Selects and purchases liquor and other supplies.
- Creates new drinks.
- Prepares and serve cocktails.
- Ensures bar is well-stocked and clean.
- Maintains drink recipe documentation.
- Determines bar employees' schedules.
- Appropriately delegates tasks to bar staff.
- Oversees planning for special bar events.
- Oversees staff, including bartenders and wait staff.
- Maintains budget and monitors costs.
- Manages compliance with food and beverage hygiene policies and procedures.
- Manages equipment maintenance.
- Hires, trains, promotes, disciplines or fires staff.

METROPOLITAN AT THE 9 – CLEVELAND, OH

Operations Manager

12/20 – 3/22

- Responsible for ordering liquor, produce, supplies and maintaining inventory.
- Responsible for pricing of liquor and controlling liquor costs.
- Collaborates on hiring and training of staff.
- Responsible for staff scheduling and payroll.
- Manages cash drawers.
- Takes lead in resolving customer issues and complaints.
- Organizes special occasions such as parties and banquets.
- Knowledge of Point of Sale systems.
- Creates all cocktail menus.
- Develops new drink recipes.
- Serves customers in a friendly and helpful manner.

Lead Bartender

4/18 – 11/20

- Prepared cocktails and other drinks.
- Prepared cocktail menus.
- Developed special drink recipes and concoctions.
- Organized events.
- Helped to resolve customer issues and complaints.

CRAZY HORSE – CLEVELAND, OH

3/17 – 4/18

Bar Attendant

- Responsible for closing bar.
- Prepared cocktails and other drinks.
- Cleaned up after customers and work area.
- Ordered liquor and bar supplies from outside vendors.
- Served customers in a friendly and helpful manner.

CLOUD NINE – CLEVELAND, OH

1/11 - Present

Owner – Massage Therapist

- Talk with clients about symptoms, medical history, and desired results.
- Evaluate clients to locate painful or tense areas of the body.
- Manipulate muscles or other soft tissues of the body.
- Provide clients with guidance on stretching, strengthening, overall relaxation, and how to improve their posture.
- Document client's condition and progress.
- Use touch to treat clients' injuries and to promote general wellness.
- Talk with clients about achievement of goals; suggest personalized treatment plans; and offer additional relaxation techniques to practice between sessions.
- Specialize in deep-tissue massage, sports massage and Swedish massage.

Military

U.S. ARMY RESERVES

10/02 – 1/04

Education

TOTAL TECHNICAL INSTITUTE – PARMA, OH
Associates Degree – Electronics

6/00 – 5/01