Denise Nicole Mueller | CSW & Certified Sommelier

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3876 Humphrey Street 1st Floor | Saint Louis, Missouri 63116

Experience

Esquared Hospitality, including: Grand Tavern by David Burke // Angad Rainbow Terrace rooftop bar // Grand Ballroom // Playhouse Ballroom // Angad Arts Hotel
Saint Louis, MO | Hotel outlets, September 2018 to January 2019
Beverage Manager/Floor Manager/Sommelier

- Opened two restaurant concepts for internationally renowned restaurant group in a brand new boutique hotel with duties including: wine, beer and NA beverage programs, staff hiring and training, menus and POS systems, and cost of goods reporting of entire beverage program to parent company in NYC.
- Developed a 280 label wine list, two by the glass programs, banquet beverage programs, in-room dining beverage programs.
- Managed floor operations along with sommelier duties in restaurant outlets, as well as managing banquets team.

Mid-American School of Wine // PreSomm, December 2013 to Present
Founder/Owner/Lead Educator

- Leading institution in Saint Louis for wine knowledge and wine service training. Specializes from novice level one-day classes to preparatory CSW and Court of Master Sommelier courses, as well as our proprietary eight-week course, PreSomm.
- Author of "PreSomm Course Book" and "PreSomm Maps & Graphics", published 2018.

Kranzberg Arts Foundation, including: Dark Room Wine Bar at the Grandel // Sophie's Artist Lounge & Cocktail Club // .ZACK Theatre // Marcelle Theatre // Kranzberg Arts Center // Circus Flora
Saint Louis, MO | Multiple Locations, December 2014 to June 2017
Director of Hospitality/Beverage Director/Sommelier

- Opened/re-located four new concepts in two years while maintaining food and beverage programs, staff hiring and training, menus and POS systems, and cost of goods reporting of entire program.
- Developed key beverage programs for multiple types of venues, including: a wine bar, a cocktail lounge, multiple theatre bars seating up to 500, and two ballrooms featuring corporate events and weddings seating up to 200.
- Operations for all venues, including but not limited to: Dir. of Operations/On-site Manager during build-outs, internet systems, security systems, POS systems, Cash reconciliation systems and handling, Hiring and Training systems as well as staff management.

Robust Wine Bars, Saint Louis, MO | Multiple Locations, August 2012 to December 2014
Beverage Manager/General Manager

- Opened two new locations in one year while maintaining beverage program at original location.
- Provided FOH management and FOH/BOH coordination during busy rushes for business convention business and hotel business.
- Key POS programmer: maintaining all POS operations as well as Cost of Goods Sold documentation.
- Selected wines and beers, create seasonal cocktails, and maintain Beverage Programs in both Lists and Financial programs.
- Provided daily staff lessons on beverage program, and hold monthly staff training courses.

The Wine Tap, Belleville, IL, April 2009 to August 2012
Sommelier/Bar Manager/Staff Training Coordinator

- Assisted with inventory, ordering, menu creation and maintenance, marketing and social media maintenance, profit margin and return on investment assessments.
- Organized and leads monthly wine pairing classrooms for clientele.
- Created training program, coordinates training of new hires, ensures progressive development of new hires.

Aloha POS via Cardinal Business Equipment Co., Saint Louis, MO, February 2007 to April 2009
Hospitality Project Manager, Missouri/Illinois

- Project management, secondary sales, programming and implementing new Aloha POS systems, training clients and their staff, managing all aspects of the installation process, insuring client satisfaction for both restaurants and hotels. I handled 75 accounts in three years, from corporate cafes like Anheuser-Busch, to night clubs, to black-tie steakhouses.

Education

Court of Master Sommeliers, Certification Program

- Introductory Exam (2010)
- Certified Sommelier Exam (2012)
- Advanced Course (2015)

Southern Illinois University-Edwardsville, 2001 to 2005

- Bachelor of Science in Mass Communications, emphasis Advertising (ACEJMC accredited program)
- Minor in Sociology

Certifications // Qualifications // Skills

- Certified Sommelier (2012)
- Certified Specialist of Wine (2012)
- BarSmarts Wired Certified (2012)
- TIPS Certified (2010)
- ServeSafe Manager Certified (2017)
- French Wine Scholar (coming 2019)
- Project management
- Team management/Team training
- Breadcrumb POS (FOH/BOH)
- Square POS (FOH/BOH)
- Aloha POS (FOH/BOH)
- Micros POS (FOH/BOH)
- Shopkeep POS (FOH/BOH)
- Public/Media relations/Sales
- Press Release writing
- Publication layout and design
- Social networking
- Apple and PC expert
- Microsoft Office Suite
- Adobe Creative Suite

Professional References

Owners and Executive Directors of restaurant groups/event spaces

- Chris Hansen, *Executive Director*, **Kranzberg Arts Foundation in Grand Center**, Saint Louis, MO
  Phone: 314.753.3539 Email: Chris@KranzbergArtsFoundation.org

- Stanley Browne, *Owner/Sommelier*, **Robust Wine Bars,** Saint Louis, MO
  Phone: 314.570.4995 Email: Stanley@RobustWineBar.com

Managers and Directors/Wine Directors of hotel and hospitality firms

- Jeff Callahan, *Sommelier/Wine Director/Educator*, **Lodging Hospitality Management (LHM),** Saint Louis, MO
  Phone: 618.975.6771 Email: JeffSTLSOW@gmail.com
  *My role: Server at **Porter's Steakhouse**, in Holiday Inn at the Convention Center (2005-2006)*

- Rosco Larson, *General Manager*, **Embassy Suites Saint Louis Downtown**, Saint Louis, MO
  Phone: 651.260.8595 Email: RoscoLarson@me.com
  *My role: Beverage Director and General Manager at **Robust Wine Bar at the MX**, in the Embassy Suites Downtown Saint Louis*

- Wade Thompson, *Director of Sales & Marketing,* **Embassy Suites Saint Louis Downtown,** Saint Louis, MO
  Phone: 314.874.7702 Email: Wade.Thompson@Hilton.com
  *My role: Beverage Director and General Manager at **Robust Wine Bar at the MX**, in the Embassy Suites Downtown Saint Louis*

Personal References

- Ashley Williams, *Chef/Colleague*, Saint Louis, MO
  Phone: 314.397.6166 Email: AJWilliams47@gmail.com

- Charles Reagan, *General Manager/Colleague*, Saint Louis, MO
  Phone: 618.606.4993, Email: CEReagan@gmail.com

- Brandon Hentze, *Client/Colleague*, Saint Louis, MO
  Phone: 314.567.8976 Email: Brandon.Hentze@gmail.com