

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

Motivated server with eight years of experience in the industry. Honed multiple skills throughout work experience ranging from problem-solving to customer service. Used education knowledge to improve restaurant revenue and enhance server standards. Successfully trained recruits and guided them through day-to-day and delegated tasks accordingly.

Experience

Server - Bellagio Bar and Grill/ Location

MONTH YEAR - Present

- Welcomed customers and built rapport by providing suitable recommendations according to taste. Increased order per table by 5% after using extensive knowledge of the menu.
- Practiced safe hygiene by sanitizing tables, work surfaces, utensils, and menus. Organized restaurant seating arrangements and hostess stand.
- Received phone calls for customer reservations. Sent SMS messages two hours before the reservation. Contacted customer once exceeded wait time.
- Reduced order idling time by four minutes by receiving them from the kitchen, regardless of the server responsible.
- Trained five staff recruits on the standard operating procedure. Offered feedback to new members to enhance their service practice.

Server - Olive Garden / Location

MONTH YEAR – MONTH YEAR

- Greeted guests using a friendly attitude, seated, and offered menus to them. Worked in a fast-paced environment while serving orders, ringing customers, and responding to inquiries.
- Ensured optimal hygiene practice according to standard protocol and guidelines provided by the restaurant.
- Negotiated with customers facing issues with their orders and food tastes. Used a calm approach to provide the best outcome for both parties.
- Maintained a 19% tip charge throughout employment. Divided the tips after each shift among other servers.
- Delegated server tasks with co-workers, such as inventory recording, cleaning tasks, and cashier handling.

Project Experience

- Provided catering services for an upscale business event. Served dishes and drinks professionally.
- Catered to a wedding event. Serviced guests during the reception and dinner portion of the evening.

Education

Bachelor of Science in Hospitality Management - Utah Valley University

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- POS system
- Problem-Solving
- Delegating
- Knowledge of Food and Beverage Hygiene Practice
- Customer Satisfaction

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certified Restaurant Server
- Hospitality Restaurant Management Certification from Wake Tech