

NAME

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

Profile

Experienced Fine Dining Server with over ten years in the industry. Acquired sophisticated knowledge of upscale menu items and beverages. Nuanced customer service experience ideal for discerning clientele.

Excelling sales skills on off-menu items and specials to boost restaurant revenue. Well-versed in training new staff and integrating them into the standard operating procedures of fine dining quality.

Experience

Fine Dining Server - Republic Steakhouse/ Location

MONTH YEAR - Present

- Accommodated over 300 servers daily in a 20-table serving restaurant. Managed to provide 96% customer satisfaction.
- Studied over ten specials daily, along with their allergens. Promoted specials and succeeded in boosting their revenue by 15%.
- Processed approximately 350 orders per shift with 99% accuracy. Increased accuracy through clarifying and verifying the order to patrons.
- Acquired an individualized method for regular customers by memorizing their usual orders. Increased return rate by over 30%.
- Served selective customers by detailing menu recommendations and explaining their ingredients and cooking methods.

Fine Dining Server - Prime Farm to Table/ Location

MONTH YEAR – MONTH YEAR

- Ensured a professional and nuanced experience by following the upscale dining protocol. Seated guests, served menus, and described the specials.
- Delivered customers exceptional food and beverage presentation and assisted them with any item customizations on the menu.
- Boosted sales for off-menu items such as desserts and beverages by over 20%. Received positive feedback from customer satisfaction.
- Maintained a sanitized environment for patrons by cleaning tables, utensils, menus, and chairs.
- Communicated with kitchen staff regarding food customizations to increase satisfaction. Utilized an organizational system to keep track of orders and their waiting time.

Project Experience

- Suggested hosting themed events and providing live entertainment. The restaurant ended up holding a wine-tasting event where I memorized and recited the beverage variations.
- Worked in a charity event organized by the restaurant to fund a sizeable donation to Feeding America. The restaurant gathered over \$100,000 in a span of two nights.

Education

Master of Science in Hospitality Management - University of Houston

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Associate of Applied Science in Hospitality Management -

Lone Star College System

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Wine Knowledge
- Fine Dining Gastronomy Knowledge
- Customer Service
- Negotiation
- Organization

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certified Restaurant Server
- ServSafe Alcohol Certification
- American English: Native
- Spanish: Fluent
- French: Intermediate