

NAME

TITLE

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

Profile

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Experience

Lead Server at The Stockyard Restaurant - Company / Location

June 2020 to February 2023

- Trained and managed over a dozen servers, making the schedule, taking disciplinary actions, and ensuring the standard of service is met by all
- Addressed and resolved customer complaints promptly and positively, successfully maintaining loyal customers
- Received over a dozen glowing reviews on sites like Yelp, boosting the restaurants' reputation and flow of guests
- Effectively implemented a partnership with a nearby hotel to send guests to us and vice versa
- Implemented a new scheduling and team communication application so all servers can stay in touch and view their schedule with ease

Server at Yardhouse Restaurant - Company / Location

February 2018 to June 2020

- Greeted and seated guests at the prepared table within 2 minutes of their arrival
- Developed extensive knowledge of the menu, including specifics about beer and wine, to better answer customer questions and make excellent recommendations for orders and pairings
- Consistently service over 5 tables at once without compromising the customer experience and quality of service
- Promoted daily specials to increase revenue and encourage guests to come back to experience the rotating menu
- Earned an average tip percentage of 21% on every table

Project Experience

- Began an organization for servers to help one another find new job opportunities and success in the industry
- Completed a capstone project on the relationship between customer service and customer loyalty

Education

High School Diploma - Beaverbrook High School

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Stellar customer service
- Excellent time management
- Leadership and organization
- Physical stamina
- Adaptability

Licenses & Accreditations

Licenses Licenses & Accreditations

- ServSafe Manager Certified
- Certified Professional – Food Safety (CP-FS)