

Your Name

City, State Abbreviation Zip Code | (123) 456-7890 | email@example.com | LinkedIn

Profile

- Well-rounded waiter with more than six years of experience in the hospitality industry, including roles at Hilton Garden Restaurant and Hard Rock Cafe. Track record for elevating customer service and satisfaction ratings by 25% within six months, multi-tasking capabilities, physical stamina, and strong communication and leadership skills.

Education

- Associate of Applied Science (AAS), Culinary Arts | CULINARY INSTITUTE OF AMERICA, Hyde Park, NY | September 2017 - May 2018

Certifications

- ServSafe Food Handler, National Restaurant Association, 2018

Languages

- Fluent in Spanish

Key Skills

- Conflict resolution
- Customer service
- Efficiency improvement
- Menu and order memorization
- Multitasking
- Task prioritization
- Time management
- Verbal communication

Professional Experience

HEAD SERVER | HILTON GARDEN RESTAURANT, NEW YORK, NY | OCTOBER 2020 - PRESENT

- Efficiently and courteously take orders and serve food and beverages to an average of 50 customers per shift
- Support servers and kitchen staff by completing side work such as cleaning, restocking, and food running
- Deliver first-class customer service, contributing to a 25% improvement in client satisfaction star ratings from online reviews
- Successfully cross-sell to increase appetizer and dessert sales by 30%
- Train new wait staff and mentor team members to improve communication, collaboration, and retention, reducing staff turnover by 32%

SERVER | HARD ROCK CAFE, NEW YORK, NY | JUNE 2018 - OCTOBER 2020

- Take and serve food and drink orders in a high-pressure environment, delivering congenial customer service and a memorable experience as a tourist attraction restaurant
- Awarded Most Valuable Server for two consecutive years based on customer reviews and wait staff votes
- Effectively implement POS system to input orders and process payments
- Perform side work, contributing to colleagues' success by assisting during guest rushes
- Efficiently prioritize tasks to expedite service, ensuring guests wait no longer than five minutes before receiving beverages and an offer to take orders