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Allison Rosenberg

Cocktail Server

An accomplished cocktail server with over seven years of experience in high-end establishments, specializing in premium guest service, upselling, and team leadership. A proven track record of delivering personalized dining experiences to surpass sales targets and enhance guest satisfaction.

CONTACT INFORMATION



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LinkedIn | Portfolio



New York, NY 12345

KEY SKILLS

- Hospitality management
- Fine dining service
- Team leadership
- Staff training
- Upselling strategies

EDUCATION

- Bachelor of Science (B.S.)
Hospitality Management | 2017

City University of New York, New York, NY

PROFESSIONAL EXPERIENCE

Cocktail Server | The Raven Lounge, New York, NY | April 2021 to present

- Deliver exceptional service to an average of 80 guests per shift in an upscale lounge setting, generating over \$90,000 in annual beverage sales
- Recommend signature cocktails and exclusive wine selections based on guest preferences, successfully increasing check averages by 12%
- Coordinate with the restaurant manager in training and onboarding over 20 new servers, contributing to a 14% increase in guest satisfaction scores

Cocktail Server | The Sky Bar, Brooklyn, NY | July 2017 to April 2021

- Provided outstanding service and a personalized dining experience to over 60 guests per day and exceeded monthly sales goals through upselling and creative drink pairings
- Communicated effectively with diverse clientele and identified prompt solutions to guest concerns, resulting in a 93% guest satisfaction score
- Coordinated with bartenders, hostesses, servers, and kitchen staff to maintain high service standards during high-volume periods

CERTIFICATIONS

- ServSafe Alcohol Certification | 2017