



SCOTT COLLINS

LEAD SERVER

PROFILE

Calm and courteous server with over eight years of experience in fine dining. Ability to work within busy, upscale environments to uphold the highest standards of professionalism and restaurant etiquette. Skilled at helping guests with menus and wine choices. Builds relationships with kitchen staff and fellow servers for a positive dining experience.

CONTACT

PHONE:
(123) 456-7890

LOCATION:
City, State Abbreviation Zip Code

EMAIL:
email@example.com

CERTIFICATIONS

- Arizona Food Handlers Card, Arizona State Department of Health, 2024
- Level 2 Award in Wines, Wine and Spirits Education Trust, 2018

EDUCATION

FRANKLIN UNIVERSITY, Tucson, AZ

June 2024

Bachelor of Science (B.S.) in Business Administration

WORK EXPERIENCE

Lead Server - Binkley's Restaurant, Phoenix, AZ

MAY 2018 – PRESENT

- Coordinate large-scale private events like weddings and corporate gatherings, with groups of up to 150 guests
- Lead daily pre-shift meetings to share the menu, specials, and guest preferences with team members
- Train new servers, ensuring they integrate into the restaurant well and understand service protocols and standards
- Reduced server turnover by 25% after boosting team morale with activities and recognition during daily huddles

Server - The Capital Grille, Phoenix, AZ

JUNE 2016 – APRIL 2018

- Managed a section of 10 to 12 tables during peak hours, ensuring timely order delivery and excellent guest experiences
- Maintained a consistent customer satisfaction rating of over 95% through attentive service and personalized recommendations
- Collaborated with the kitchen team to ensure food quality and presentation met the restaurant's high standards
- Increased annual beverage sales by \$12,000 with upsells of wine and signature cocktails

KEY SKILLS

- Excellent customer service
- Upselling and cross-selling
- Team leadership
- Conflict resolution
- Multitasking
- Attention to detail