



DEBRA MURPHY

LEAD SERVER

PROFILE

Experienced lead server with nearly 10 years in the New York fine-dining scene. Refined skills in a contemporary American Michelin-starred restaurant. Currently serving in a renowned French-American establishment, receiving over 95% in guest satisfaction scores. Leader who takes charge during peak hours to direct the dining team and handle guest concerns.

CONTACT

PHONE:
(123) 456-7890

LOCATION:
City, State Abbreviation Zip Code

EMAIL:
email@example.com

CERTIFICATIONS

- Food Handlers Certificate, New York State Department of Health, 2023
- Certified Sommelier, The Court of Master Sommeliers, 2017

EDUCATION

THE CITY UNIVERSITY OF NEW YORK, Brooklyn, NY

June 2011

Associate of Applied Science (A.A.S.) in Hospitality Management

WORK EXPERIENCE

Lead Server - Raoul's, New York, NY

MARCH 2018 – PRESENT

- Manage the service for approximately 200 guests per night in collaboration with owner and restaurant manager
- Consult with the culinary team every week to update servers on menu changes
- Train and lead a team of 15 servers and hosts on service, table preparation, and restaurant expectations
- Perform end-of-shift financial evaluation to ensure accuracy in cash handling and tip distribution for kitchen and dining room staff
- Increased 2022 holiday booking by 40% with the help of digital and in-person promotions

Lead Server - The Modern, New York, NY

JUNE 2014 – FEBRUARY 2018

- Directed service operations for up to 110 guests per shift
- Provided food and beverage recommendations to accommodate guest preferences and dietary restrictions
- Collaborated with the maître d' to reduce guest wait times and table turnaround by 15 minutes
- Held pre-dinner briefings before each shift to optimize coverage and update the team on specials, guest reservations, and private events

KEY SKILLS

- Certified sommelier
- Customer service focus
- Food safety management
- French cuisine
- Team leadership