



RAHEEM RICHARDSON

A fine dining server with six years of experience in upscale restaurant environments, specializing in guest relations, personalized service, and upselling techniques. A strong history of delivering outstanding service and collaborating effectively with restaurant teams to improve the guest experience.



KEY SKILLS

- Customer service
- Food and beverage pairing expertise
- Guest relations
- Team collaboration
- Upselling strategies



EDUCATION

Bachelor of Science (B.S.)
Hospitality Management
RUTGERS UNIVERSITY
Camden, NJ | 2018



PROFESSIONAL EXPERIENCE

Server

The Savory Table, Philadelphia, PA | February 2022 to present

- Exceed monthly sales revenue goals by up to 25% by recommending wine pairings and signature dishes tailored to guests' preferences
- Achieved a 96% guest satisfaction score by providing attentive service and communicating empathetically to understand and address individual guest needs
- Collaborated effectively with kitchen staff and management during special events to ensure smooth and efficient service for groups of over 50 guests

Server

La Bella Cucina, Cherry Hill, NJ | August 2018 to January 2022

- Boosted wine sales by 18% through extensive knowledge of ingredients, pairings, and effective upselling strategies
- Educated guests on menu specials and suggested add-ons to exceed monthly sales goals by 23%
- Enhanced dining experience by offering detailed explanations of dishes, leading to consistently high feedback ratings on guest surveys and a 92% satisfaction score



CERTIFICATIONS

- ServSafe Food Handler Certification | 2020