



Sophia Turner

An enthusiastic and motivated restaurant server with over two years of experience in a high-volume setting. Strong passion for providing excellent customer service and delivering a memorable dining experience. Seeking a position in a dynamic restaurant where I can use my skills to enhance guest satisfaction.

CONTACT

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EDUCATION

High School Diploma
Dallas High School, Dallas, TX
May 2019

KEY SKILLS

- Upselling
- Customer service
- Multi-tasking Team collaboration
- Time management

PROFESSIONAL EXPERIENCE

- **Server, The Urban Grill, Dallas, TX**
June 2021 – Present
 - Serve up to 60 guests per shift in a fast-paced environment, ensuring fast and accurate order delivery
 - Consistently upsell high-margin items like wine and desserts, boosting average check totals by 10%
 - Assist in training new servers on menu knowledge, customer service protocols, and POS system usage
- **Server, Bella's Bistro, Dallas, TX**
September 2019 – May 2021
 - Delivered prompt, friendly service to guests, maintaining a high satisfaction rate of 94%
 - Recommends daily specials, consistently surpassing sales targets by 8%
 - Worked collaboratively with kitchen staff and management to ensure smooth service during peak hours

CERTIFICATIONS

- ServSafe Food Handler Certification, May 2020