



EJ

Emily Jones

A dedicated and customer-focused restaurant server with over four years of experience providing exceptional service in fast-paced dining environments. Skilled in upselling, multi-tasking, and delivering a positive dining experience to customers.

CONTACT

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 LinkedIn | Portfolio

 New York, NY 10001

EDUCATION

- High School Diploma
March 2019
New York High School, New York, NY

KEY SKILLS

- Customer service
- Upselling
- Multi-tasking
- Time management
- POS systems

PROFESSIONAL EXPERIENCE

Server | May 2021 - Present
The Bistro | New York, NY

- Provide attentive service to an average of 50 guests per shift, ensuring accurate order taking and prompt delivery
- Upsold wine and signature dishes, contributing to a 15% increase in average check totals
- Addressed customer concerns quickly and professionally, maintaining a 95% customer satisfaction rate

Server | June 2019 - May 2021
New York, NY | Café Rouge

- Worked collaboratively with kitchen and bar staff to ensure smooth operations during peak hours
- Assisted with training new servers, ensuring they understood the restaurant's service protocols
- Provided excellent guest service, helping maintain high return rates and positive reviews

CERTIFICATIONS

- ServSafe Food Handler Certification, February 2020