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Diana Lewis

A professional restaurant server with more than 7 years of experience in upscale dining, specializing in guest relations, menu knowledge, and upselling techniques. Committed to providing an outstanding dining experience and maintaining high levels of customer satisfaction.

CONTACT

-  (555) 654-3210
-  dianalewis@email.com
-  LinkedIn | Portfolio
-  Phoenix, AZ 85001

EDUCATION

Associate Degree in Hospitality
Management Phoenix College
Phoenix, AZ | May 2015

KEY SKILLS

- Fine dining service
- Upselling strategies
- Customer service excellence
- Multi-tasking in high-pressure environments
- Training and staff mentoring

PROFESSIONAL EXPERIENCE

SERVER | THE SUNSET GRILL, PHOENIX, AZ
APRIL 2019 – PRESENT

- Provide exceptional service to an average of 75 guests per shift, maintaining a 95% satisfaction rate
- Upsold daily specials and premium drinks, boosting monthly revenue by 20%
- Educated guests on menu items, contributing to a 10% increase in sales of high-margin items
- Trained new staff on restaurant protocols and service techniques

SERVER | THE GOLDEN PALM, PHOENIX, AZ
JANUARY 2016 – MARCH 2019

- Delivered exemplary service in a high-end restaurant, handling large parties and special requests
- Assisted in maintaining high operational standards during peak hours, ensuring smooth service flow
- Improved customer retention by offering personalized service and remembering returning guests' preferences

CERTIFICATIONS

- ServSafe Food Handler Certification, May 2016