



# LAURA LEWIS

## CONTACT



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LinkedIn | Portfolio



City, State Abbreviation Zip  
Code

## KEY SKILLS

- Customer service skills
- Food service regulation compliance
- Order management
- Service issue resolution
- Table management

## ABOUT ME

A solid foundation in restaurant and hospitality services, having worked in esteemed establishments like TK and Hilton Worldwide. Acquired versatile experience as a waiter in varying restaurant environments, coupled with strong culinary knowledge gleaned from an associate degree in Hospitality Management. Strong communication skills, ability to work under pressure, and dedication to exceptional customer service are matched by a record in improving service times, maintaining cleanliness, and building rapport with guests.

## PROFESSIONAL EXPERIENCE

### Senior Waiter

Marriott International, New York, NY | January 2018 - Present

- Demonstrated proficiency in order management by consistently taking customers' orders accurately and ensuring dishes are prepared according to specifications, contributing to an average customer satisfaction score of 90% for the last six months
- Proficiently managed table settings and environment, resulting in increased efficiency of service provided and enhancing the overall dining experience
- Displayed exceptional customer service skills by building rapport with guests, resolving service-related issues promptly, and effectively recommending dishes based on guests' preferences; subsequently improving repeat customer statistics

### Waitstaff

Hilton Worldwide, Los Angeles, CA | June 2014 - December 2017

- Assumed responsibility for managing customer orders—from accurately taking orders to communicating them to kitchen staff and serving timely, noted for improving overall service time during 2017 by 20%
- Maintained strict standards of cleanliness and orderliness at tables and working area, leading to a 15% decrease in customer complaints year over year (2016 to 2017) related to hygiene and ambiance
- Prioritized customer service by quickly resolving complaints and providing customized menu suggestions, contributing to a stable increase in positive customer feedback over the tenure

## EDUCATION

Bachelor Degree in Restaurant Management

