



Jacob Harris

Miami, FL 33101
(555) 123-9876
jacobharris@email.com

Dynamic server with 5+ years of experience in high-volume restaurants and luxury beachside resorts. Expertise in delivering top-tier guest experiences, managing large sections, and optimizing sales through strategic upselling techniques. Committed to maintaining a polished, professional dining atmosphere.

Professional Experience

Server

Zuma Miami, Miami, FL

February 2022 - Present

- Provide high-level service to over 120 guests per shift at a globally renowned upscale Japanese restaurant
- Recommend premium dishes and signature cocktails, increasing average check totals by 20%
- Coordinate with chefs and bartenders to ensure seamless service during peak hours, reducing order errors by 15%
- Build rapport with regular guests, resulting in a 10% increase in repeat customers over two years

Server

Fontainebleau Miami Beach, Miami, FL

June 2019 - January 2022

- Delivered exceptional poolside and indoor dining service in a luxury resort setting, catering to diverse clientele
- Upsold resort-exclusive dishes and beverages, contributing to a 12% increase in overall revenue
- Supported large-scale banquet events with up to 500 attendees, ensuring smooth service and guest satisfaction
- Collaborated with team members to maintain a polished dining experience that met five-star service standards

Education

Associate of Arts (A.A.) in Business Administration | May 2019
Miami Dade College, Miami, FL

LinkedIn

Key Skills

High-volume service management



Upselling strategies



Guest retention and loyalty



Banquet and poolside service



Team coordination

