
Professional Experience

Server

Culinary Dropout, Phoenix, AZ | February 2020 - Present

- Manage up to 15 tables per shift in a busy casual dining restaurant, serving over 200 guests daily during peak hours
- Deliver excellent customer service, contributing to a 4.7-star average rating on guest feedback platforms
- Upsell daily specials and appetizers, boosting sales by 10% per table on average
- Assist with hosting and seating during busy periods to maintain smooth front-of-house operations

Server

Olive & Ivy, Scottsdale, AZ | July 2019 - January 2022

- Provided efficient and friendly service in a high-volume restaurant, handling 10+ tables simultaneously
- Addressed guest issues promptly and professionally, helping maintain a 92% satisfaction rate on surveys
- Promoted seasonal cocktails and desserts, contributing to a 12% increase in dessert sales over two years
- Supported the training of new team members, reducing turnover by 15%

Education

Associate of Arts (A.A.) in Business Administration | June 2019

Scottsdale Community College, Scottsdale, AZ

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Energetic server with over five years of experience in casual and fast-paced dining environments. Skilled at multitasking during peak hours, maintaining order accuracy, and providing friendly, attentive service. Proven track record of increasing repeat business through a personable approach and guest satisfaction.

Key Skills

- High-volume service management
- Guest satisfaction strategies
- Upselling daily specials
- Team collaboration and support
- Multitasking under pressure