

Henry Parker

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LinkedIn

Customer-oriented server with over five years of experience in fine dining and casual restaurants. Skilled at managing high-volume sections, resolving guest concerns professionally, and driving revenue through upselling. Proven track record of maintaining efficiency and accuracy in fast-paced environments.

Professional Experience

Server

Fahrenheit Charlotte, Charlotte, NC

February 2020 - Present

- Provide upscale dining service to 100+ guests per shift in a rooftop restaurant, maintaining a 96% satisfaction rate on guest surveys
- Recommend premium dishes and wine pairings, contributing to a 20% increase in average check size per table
- Train and mentor new team members on service standards, reducing onboarding time by 15%
- Coordinate with the kitchen and bar teams to ensure timely service during peak hours

Server

Bad Daddy's Burger Bar, Charlotte, NC

January 2018 - January 2020

- Delivered friendly and efficient service in a high-volume casual dining setting, handling up to 15 tables during busy shifts
- Upsold signature menu items and craft cocktails, boosting overall table sales by 12% over two years
- Resolved guest concerns promptly, improving customer retention and contributing to a 4.8-star average review score
- Supported team operations by assisting with opening and closing duties

Education

University of North Carolina at Charlotte, Charlotte, NC

Bachelor of Science (B.S.) in Marketing | December 2017

Key Skills

Fine dining and casual service



Menu upselling strategies



Team mentorship and training



Guest issue resolution



Time management under pressure

