



Mia Thompson

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LinkedIn

Highly motivated server with over six years of experience in fine dining and luxury resort environments. Proven ability to deliver exceptional guest experiences while increasing revenue through menu expertise and effective upselling techniques. Recognized for mentoring team members and improving overall service standards.

Professional Experience

Server

Canlis, Seattle, WA | January 2020 - Present

- Provide five-star service to 50+ guests nightly in a fine dining establishment, maintaining a 98% satisfaction score in guest surveys
- Collaborate with the sommelier to recommend wine pairings for multi-course seasonal tasting menus, boosting wine sales by 25%
- Mentor and train new hires on fine dining service standards, contributing to a 10% reduction in onboarding time
- Address guest concerns and resolve issues efficiently, resulting in improved guest loyalty and repeat business

Server

Salish Lodge & Spa, Snoqualmie, WA | June 2018 - December 2019

- Delivered luxury dining experiences to resort guests, specializing in providing tailored service for special occasions
- Assisted with organizing private dining events for parties of up to 50, ensuring seamless coordination with kitchen and event staff
- Upsold local wine selections and chef specials, contributing to a 15% increase in revenue over two years
- Maintained a professional and welcoming demeanor, receiving multiple commendations from management and guests

Education

Bachelor of Arts (B.A.) in Hospitality Management | May 2018

Washington State University, Pullman, WA

Key Skills

-  Fine dining service
-  Wine and menu pairing expertise
-  Private event coordination
-  Upselling techniques
-  Staff training and mentorship