

Experienced server with over four years in upscale dining and catering, recognized for providing personalized guest experiences and boosting sales through menu expertise. Adept at managing high-volume sections, recommending food and beverage pairings, and improving team collaboration in fast-paced environments.

Professional Experience

Server

Uchiko, Austin, TX

January 2022 - Present

- Provide elevated service to over 100 guests per shift in a renowned upscale Japanese restaurant specializing in omakase dining
- Utilize in-depth menu knowledge to recommend sake pairings and seasonal dishes, increasing average check totals by 18%
- Collaborate with chefs and bartenders to ensure timely and accurate order delivery during peak hours
- Address guest concerns with professionalism, improving satisfaction ratings and contributing to repeat clientele

Banquet Server

The Driskill Hotel, Austin, TX

January 2020 - December 2021

- Delivered exceptional service for weddings, corporate events, and galas, serving up to 300 guests per event
- Managed event-specific setups and coordinated with catering staff to ensure smooth service flow and guest satisfaction
- Implemented process improvements for post-event breakdown, reducing cleanup time by 25%
- Recognized for consistently exceeding guest expectations, earning "Employee of the Month" twice

Education

Bachelor of Science (B.S.) in Communications | May 2019
University of Texas, Austin, TX

Key Skills

Banquet service coordination



Sake and wine pairing



High-volume service



Upselling and menu expertise



Guest conflict resolution

