

Natalie Cohen

New York, NY 12345
(123) 456-7890
nataliecohen@example.com
LinkedIn | Portfolio

Professional Experience

Cocktail Server

Le Bernardin, New York, NY

November 2021 - Present

- Provide exceptional service to over 120 guests daily in an upscale establishment, leverage extensive menu knowledge to upsell premium cocktails and entrees, and generate over \$110,000 in annual sales
- Offer tailored recommendations on seafood specialties, educating guests on preparation methods and ingredients to enhance their dining experience
- Train and mentor over 40 servers and identify opportunities to improve team performance, contributing to a 12% increase in guest satisfaction scores

Cocktail Server

The River Café, Brooklyn, NY

July 2017 - April 2021

- Upsold signature cocktails and high-end dishes, consistently exceeding monthly sales goals by 30% through strategic menu recommendations
- Maintained a fine dining atmosphere by resolving guest concerns with professionalism, contributing to a 95% customer satisfaction rate
- Collaborated with kitchen and bar teams to ensure smooth service during peak hours and special events

A results-driven server with seven years of experience in fine dining, specializing in guest relations, upselling techniques, and team development. A proven track record of increasing sales through personalized recommendations and consistently delivering an exceptional guest experience in high-end establishments.

Key Skills

- Upselling techniques
- Guest services
- Staff development
- Fine dining
- Team collaboration

Education

Bachelor of Arts (B.A.) in Hospitality & Tourism

University of Syracuse, New York, NY | June 2017

Certifications

ServSafe Certification, 2017