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| **JENNIFER**  **BROOKS Waitress** | |
| **CONTACT**  123 Anystreet, City, State 12345  123.456.7890  jennifer.brooks@example.com  **OBJECTIVE**  Energetic and customer-focused Waitress with over 5 years of experience in fast-paced restaurants and fine dining establishments. Skilled in delivering exceptional guest service, managing high-volume orders, and maintaining accuracy under pressure. Recognized for upselling menu items, improving table turnover efficiency, and enhancing guest satisfaction. Passionate about creating memorable dining experiences and advancing into a restaurant management role.  **SKILLS**   * Customer Service Excellence * POS Systems (Square, Toast, Micros) * Menu Knowledge & Upselling * Food & Beverage Pairing * Order Accuracy & Multitasking * Conflict Resolution * Health & Safety Compliance * Time Management * Cash Handling & Reconciliation * Team Collaboration * Table Setup & Presentation * Communication & Interpersonal Skills   **CERTIFICATES**   * ServSafe Food Handler Certification * TIPS Alcohol Server Training * Certificate in Customer Service Excellence (American Hotel & Lodging Association) * First Aid & CPR Certified (Red Cross) * Restaurant Leadership & Management Training (Coursera) | **EXPERIENCE**  **Senior Waitress**  The Blue Orchid Restaurant, New York, NY | May 2021 – Present   * Delivered outstanding service to an average of 150+ guests daily in a high-end dining environment. * Trained and mentored 8 new staff members, improving onboarding efficiency by 25%. * Consistently achieved 98% positive feedback on post-dining surveys. * Managed large party reservations, ensuring seamless coordination with kitchen and bar teams. * Recommended wine pairings and upsold menu specials, increasing average check size by 15%. * Handled cash and transactions with 100% accuracy during closing shifts. * Supported management in inventory control, reducing waste by 10%. * Maintained compliance with all food safety and sanitation standards.   **Waitress**  Olive Tree Bistro, Boston, MA | Jun 2018 – Apr 2021   * Served 100+ guests per shift with consistent attention to detail and courtesy. * Collaborated with chefs to ensure timely and accurate order delivery. * Implemented a “guest feedback card” initiative that increased repeat visits by 20%. * Assisted in developing new seasonal menu items through customer preference insights. * Recognized as “Employee of the Month” twice for exceptional performance. * Balanced multiple tables efficiently during peak hours without compromising service quality.   **Server Assistant**  Café Verona, Philadelphia, PA | Jan 2016 – May 2018   * Supported senior waitstaff in serving up to 80 guests per shift. * Maintained cleanliness and table setup standards to enhance dining ambiance. * Assisted in special event coordination including banquets and catering functions. * Ensured guest satisfaction by responding promptly to requests and feedback.   **EDUCATION**  **Master of Science in Hospitality Management**  University of Central Florida, Orlando, FL | Graduated: 2020  **Bachelor of Arts in Tourism and Hospitality**  Temple University, Philadelphia, PA | Graduated: 2016 |