

Server

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SUMMARY

Attentive restaurant server with four years in full-service and fine-dining rooms, fast on Toast and Aloha POS, with a steady record of large sections, high average checks, and strong upselling on wine and specials.

EXPERIENCE

Server, Downtown Bistro

2023 – Present

City, ST

- Handled a 6-table section turning 45 to 60 covers per dinner shift while averaging a \$58 check.
- Drove \$1,400 to \$1,800 in food and beverage sales per shift, ranking top-three among 18 servers.
- Lifted dessert and after-dinner-drink attach rate to 35% by suggestive selling each table.
- Ran the Toast POS for ordering, course firing, and split checks with no comp errors over 12 months.
- Memorized a rotating menu of 40 dishes plus allergens, fielding dietary questions tableside.
- Trained five new servers on steps of service, table numbering, and the wine-by-the-glass list.
- Maintained a 4.8-star average across guest surveys mentioning attentiveness and pacing.

Server, Lakeside Grill

2021 – 2023

City, ST

- Served high-volume weekend brunches of 70+ covers per shift on the Aloha POS without ticket backups.
- Coordinated with the kitchen on fire times to keep food-running delays under four minutes.
- Upsold craft cocktails and appetizers, raising average per-guest spend by \$9.
- Handled cash and card tip-outs and reconciled the server bank accurately each close.
- Covered host and busser duties during short-staffed shifts to keep the room turning.
- Resolved guest complaints tableside, retaining diners and limiting comped checks to under 1% of sales.

EDUCATION

Associate of Arts in Hospitality

2019 – 2021

Community College — City, ST

SKILLS

Steps of service · POS operation · Upselling · Menu and allergen knowledge · Section management · Wine service · Guest recovery · Cash and tip reconciliation · Kitchen coordination · Team service · Suggestive selling · Reservation and section setup