

**Food Service.** *Server.* Functional. Experienced restaurant worker seeks higher-paying job. Requirements: 2 years of experience in reputable dining establishment,<sup>1</sup> ability to communicate using a positive and clear speaking voice, listen to and understand requests, and respond appropriately,<sup>2</sup> ability to perform essential physical job functions,<sup>3</sup> ability to work under pressure,<sup>4</sup> and be a team player.<sup>5</sup>

**RENEE MARGARET JONES**

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**RESTAURANT SERVER**

**PROFILE:** Over 5 years of customer service experience in restaurant and retail settings. Highly motivated, able to multi-task and prioritize workload under pressure, as well as increase pace as workload demands.<sup>4</sup> Excellent interpersonal skills, with ability to build rapport and develop regular clientele. Team player,<sup>5</sup> noted for volunteering to work additional shifts, in other departments. Keen attention to detail.

**KEY SKILLS**

- **Customer Service/Sales:** Skilled in essential physical job functions<sup>3</sup> — anticipating needs and empathizing with diverse customers. Speak clearly, quickly identify and resolve problems, listen and respond to requests, and follow up to assure complete satisfaction.<sup>2</sup> Outstanding upselling ability, without over-selling.
- **Server:** Accurately and quickly take and place all food orders. Answer all questions about cooking methods, menu items, specials and prices. Prepare and/or deliver food, beverage, and dessert orders. Check food for appearance, temperature and portion size, and deliver food orders in a timely fashion. *Recognized as top server. Routinely manage 6-table station on busy Friday and Saturday night shifts.*<sup>3</sup> *Consistently achieve sales goals.*
- **Team Lead/Trainer:** Experienced in leading teams, delegating work, enforcing policies, and ensuring assigned tasks are completed. Motivate co-workers.
- **Accounting/Inventory:** Accountable for cash and credit transactions. Also, skilled in receiving deliveries and verifying 400-piece orders; noted discrepancies, damages, and missing items.
- **Computer Proficiencies:** Various POS software programs, including QuickBooks POS Pro and Keystroke POS System.

**PROFESSIONAL EMPLOYMENT**

- Server <sup>1</sup>** [dates]  
Olive Garden, Mesa, Az.
- Server <sup>1</sup>** [dates]  
Ruby Tuesday, Phoenix, Az.
- Student Marshall** [dates]  
Arizona State University, Tempe, Az.
  - *Received Outstanding Service Award, [date]*

**EDUCATION**

**Undergraduate Coursework,** Health Science Policy; Arizona State University, Tempe, Az., 93 credits. [dates]