**Full Name**  
[Street, City, State, Zip] | [Phone] [Email Address]

**Objective**

Working in a challenging environment as a waitress, where I can use my effective customer service skills to bring about growth of restaurant clientele.

### **Overview**

Five years’ experience as a waitress in fast paced restaurant environment, engaging in daily challenges and learning experiences; a great opportunity to develop the following skills:

* Tolerance – Excellent stamina, able to multi-task, professional attitude – work ethics.
* Excellent customer service skills – People oriented with superb interpersonal skills.
* Sales and marketing skills.
* Team lead/play abilities – delegating capabilities (for those who apply for head of waitresses’ position).

**Educational Qualifications**

* Hospitality courses
* High school diploma

### **Professional Experience**

Restaurants OP Chains - San Jose, CA                 2008 – PresentWaitress

Served restaurant customers with a professional attitude – Received orders, served food/drinks and collected payment.

**Responsibilities include:**

* Escorted customers to their table and arranged their seating.
* Presented and explained menus to customers – Answered queries regarding restaurant items and informed them of daily specials.
* Took food/drink orders and conveyed them to kitchen staff.
* Recommended wines to customers – Professionally served wines according to the customers’ selection.
* Provided excellent customer service: Worked closely with restaurant staff to ensure that orders were served in an efficient manner.
* Presented desserts upon completion of main meal.
* Collected payment and thanked customers prior to their exit.
* Trained new staff regarding the restaurant’s procedures, culture and practices – Worked with staff members to provide team oriented service.