

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
Waitress

2008 – Present

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.