

JOHN WICK

WAITRESS

Location

: 123 Elm Street, Miami, FL 33183 | **Email**

: jwickl@notmail.com

Telephone

: 02 3333 4444 | **Mobile**

: 305 555 5555

PROFESSIONAL PROFILE

I am a passionate waitress with years of experience who prides herself on impeccable restaurant service. I operate with a friendly and professional demeanor and I am especially passionate about servicing diners in a warm, efficient, and courteous manner. I have a high memory acuity that enables me to memorize long menus and remember customers' orders, and my excellent listening skills complement my ability to attend to clients with ease. I am known to exceed customer expectations even in high-pressure situations as I maintain a calm, professional poise, and a sense of humor. I am mindful of my surroundings, keen to make a note of any situation that requires my utmost attention. I have a long track record of maintaining cleanliness in dining areas, all the while making sure that all standards are met without fail.

CAREER HIGHLIGHTS

ABC Restaurant, Miami, FL

, Server/Shift Supervisor

2006 to 2008

RESPONSIBILITIES

- Served restaurant guests.
- Trained, scheduled, and supervised staff.

ACCOMPLISHMENTS

- Conceptualized and successfully implemented in-store marketing promotions for festivals and events.
- Developed beneficial promotions, such as in the reading incentive program with local elementary schools.
- Earned several “Employee of the Month” awards and other “Employee of the Year” award.

BCD Italian Restaurant, Miami, FL,

Server

2003 to 2006

RESPONSIBILITIES

- Managed guest relations and answered questions about the menu and beverage items.
- Employed sales techniques and provided culinary education to peers and guests.

ACCOMPLISHMENTS

- Generated top sales in wine from the restaurant by providing education and food-pairing suggestions.
- Received numerous restaurant awards for service and sales performance.

CDE Station, Miami, FL,

Server

2000 to 2003

RESPONSIBILITIES

- Assured the highest standards of service and quality.
- Monitored food preparation methods, portion sizes, and presentation.

ACCOMPLISHMENTS

- Elevated guest satisfaction by investigating and resolving complaints.
- Ensured compliance with regulations regarding services and accommodations.

EDUCATION & QUALIFICATIONS

XYZ COLLEGE OF BUSINESS

Bachelor's Degree in Business Administration

Class of 2000

Made the Dean's List of top students upon completion.

XYZ High School

CORE SKILLS

- Impeccable customer service
- Interpersonal skills and communication
- Teamwork
- High mental acuity
- Persistence and endurance

- Friendly and professional demeanor

LANGUAGES

Japanese ? Chinese ? Russian ? Spanish

HOBBIES & INTERESTS

Pottery ? Drawing ? Cycling ? Cooking ? Travelling

INDUSTRY REFERENCES

Jonathan Kent

Manager

Tel: 0161 334 7672 | Email: jonathankent@gmail.com

Lex Lewis

Manager

Tel: 0236 625 7572 | Email: lexlewis@gmail.com