



EMMA ROBINSON

SERVER

PROFILE

Calm and courteous server with over 8 years of experience in fine dining. Ability to work within busy, upscale environments to uphold the highest standards of professionalism and etiquette. Skilled at helping guests with menus and wine choices. Builds relationships with kitchen staff and fellow servers for a positive dining experience.

CONTACT

PHONE:
(123) 456-7890

LOCATION:
City, State Abbreviation Zip Code

EMAIL:
email@example.com

CERTIFICATIONS

- Food Handler's Certificate, 2016
- Wine and Spirits Education Trust (WSET) Level 2, 2018

EDUCATION

PUEBLO HIGH SCHOOL, Tucson, AZ
June 2010
High School Diploma

WORK EXPERIENCE

Lead Server - Binkley's Restaurant, Phoenix, AZ
MAY 2018 – PRESENT

- Lead daily pre-shift meetings to share the menu, specials, and guest preferences with team members which has resulted in a 10% increase in upsales over the last year
- Train and mentor new servers, ensuring they integrate into the restaurant well and understand service protocols and standards
- Coordinate large-scale private events like weddings and corporate gatherings, with groups of up to 150 guests
- Recommend wine pairings and additional courses, resulting in an average upsell rate of 20% to increase revenue for the restaurant

Server - The Capital Grille, Phoenix, AZ
JUNE 2016 – APRIL 2018

- Managed a section of 10-12 tables during peak hours, ensuring timely order delivery and exceptional guest experiences
- Maintained a consistent customer satisfaction rating of over 95% through attentive service and personalized recommendations
- Collaborated with the kitchen team to ensure food quality and presentation met the restaurant's high standards

KEY SKILLS

