

Ryan Simmons

Lead Server



CONTACT INFORMATION



(123) 456-7890



email@example.com



LinkedIn | Portfolio



City, State Abbreviation zip
code

KEY SKILLS

- Certified sommelier
- Customer service focus
- Food safety management
- French cuisine
- Team leadership
- Upselling

EDUCATION

- **Associate of Applied Science (A.A.S.) in Hospitality Management, June 2011**
The City University of New York,
Brooklyn, NY

ABOUT ME

A dynamic lead server with nearly 10 years in the New York fine-dining scene. Refined skills in a contemporary American Michelin-starred restaurant. Currently serving in a renowned French-American establishment, receiving over 95% in guest satisfaction scores. Leader who takes charge during peak hours to direct the dining team and handle guest concerns.

PROFESSIONAL EXPERIENCE

LEAD SERVER | RAOUL'S, NEW YORK, NY | MARCH 2018 – PRESENT

- Manage the service for approximately 200 guests per night in collaboration with owner and restaurant manager
- Consult with the culinary team every week to update servers on menu changes
- Train and lead a team of 15 servers and hosts on service, table preparation, and restaurant expectations
- Perform end-of-shift financial evaluation to ensure accuracy in cash handling and tip distribution for kitchen and dining room staff
- Increased 2022 holiday booking by 40% with the help of digital and in-person promotions

LEAD SERVER | THE MODERN, NEW YORK, NY | JUNE 2014 – FEBRUARY 2018

- Directed service operations for up to 110 guests per shift
- Provided food and beverage recommendations to accommodate guest preferences and dietary restrictions
- Collaborated with the maître d' to reduce guest wait times and table turnaround by 15 minutes
- Held pre-dinner briefings before each shift to optimize coverage and update the team on specials, guest reservations, and private events
- Increased average check size by 10% in collaboration with dining staff after implementing an upselling initiative

CERTIFICATIONS

- **FOOD HANDLERS CERTIFICATE, NEW YORK STATE DEPARTMENT OF HEALTH, 2023**
- **CERTIFIED SOMMELIER, THE COURT OF MASTER SOMMELIERS, 2017**