

JS

Jordan Simmons

Server

A professional restaurant server with over 10 years of experience in fine dining and hospitality, specializing in upselling techniques, guest education, and team collaboration. A strong history of supporting initiatives to drive sales growth and offer an exceptional guest experience in upscale restaurant environments.

CONTACT INFORMATION



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LinkedIn | Portfolio



Boston, MA 02118

KEY SKILLS

- Fine dining
- Upselling techniques
- Guest education
- Staff training and development
- Hospitality management

Professional Experience

SERVER | THE SEASIDE GRILLE, BOSTON, MA | JUNE 2021 TO PRESENT

- Deliver outstanding service to over 70 guests daily in a high-volume, fine-dining restaurant, contributing to a 4.8-star Google rating
- Educate patrons on menu items and premium seafood options such as littleneck clams, oysters, lobster, and fresh catch specials, recommend cocktail and wine pairings, and exceed monthly sales goals by up to 25%
- Provide comprehensive training to 20 new servers on daily operations, customer service best practices, and hospitality standards

SERVER | HARBOR HOUSE BISTRO, CAMBRIDGE, MA | MARCH 2016 TO MAY 2021

- Upsold specialty cocktails and gourmet seafood entrees, generating \$78,000 in sales annual revenue
- Trained and mentored 15 new team members on menu knowledge, service protocols, and upselling strategies
- Maintained a guest satisfaction rating of 94% through exceptional service and attentiveness

Education

- Bachelor of Arts (B.A.) Hospitality Management | 2016
University of Massachusetts, Boston, MA

Certifications

- ServSafe Alcohol Certification | 2021