

| Professional Headshot of Man |  | Emma Robinson  SERVER |
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| 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 |  | EDUCATIONPUEBLO HIGH SCHOOL, Tucson, AZ June 2010  High School Diploma WORK EXPERIENCELead 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  **SKILLS** Image of chart |