




Jessica Roberts

Waitress

A dynamic waitress with four years of experience in fast-paced dining establishments, adept at providing efficient service and building rapport with guests. Skilled in order accuracy, menu knowledge, and resolving customer concerns quickly to ensure positive dining experiences.

CONTACT INFORMATION

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 City, ST

KEY SKILLS

- Customer service
- Order accuracy
- Problem resolution
- Menu knowledge
- Multi-tasking

PROFESSIONAL EXPERIENCE

Waitress | City Diner, City, ST | June 2021 to present

- Provided attentive service to 150+ customers daily in a high-volume setting, consistently achieving a 98% satisfaction rate
- Resolved customer complaints effectively, reducing refund requests by 25%
- Memorized a 40-item menu, enabling quick and accurate recommendations to enhance the dining experience
- Collaborated with kitchen staff to minimize order errors and improve food delivery times by 20%

Server | Cozy Eats, City, ST | May 2019 to June 2021

- Supported servers by setting and clearing tables for a 100-seat restaurant, contributing to smooth service flow
- Assisted in training new hires on service protocols, improving team efficiency
- Ensured dining areas were clean and organized, maintaining a welcoming atmosphere

EDUCATION

Associate of Arts (A.A.) Business Administration, May 2018

Community College of City | City, ST |