





Carlos Garcia

A highly skilled upscale restaurant server with six years of experience providing premium service, upselling, and driving customer loyalty. Expertise in delivering personalized guest experiences and collaborating with kitchen staff to ensure smooth operations.

CONTACT

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 LinkedIn | Portfolio

 Los Angeles, CA 90001

KEY SKILLS

- Upselling
- Customer service
- Multi-tasking
- Teamwork
- Time management

PROFESSIONAL EXPERIENCE

June 2019 - Present

Server | The Golden Spoon | Los Angeles, CA

- Delivered exceptional service to an average of 100 guests per day in an upscale restaurant, exceeding monthly sales goals by 20%
- Educated guests on premium menu items, resulting in a 15% increase in wine sales and 10% increase in entrée add-ons
- Provided training and mentorship to 10 new staff members, helping them achieve a higher guest satisfaction rate

May 2017 - May 2019

Server | The Coastal Grill | Los Angeles, CA

- Managed guest expectations by ensuring timely service and a high standard of food presentation
- Promoted premium drink specials and weekly menu items, contributing to increased restaurant revenue
- Collaborated with kitchen and management staff to coordinate service during peak hours

EDUCATION

High School Diploma

Los Angeles High School, Los Angeles, CA | May 2017

CERTIFICATIONS

ServSafe Food Handler Certification, May 2018