



RACHEL MATTHEWS

ABOUT ME

A results-oriented restaurant server with five years of experience in a fast-paced environment. Skilled in upselling, maintaining customer satisfaction, and providing excellent service in high-volume restaurants.

CONTACT

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KEY SKILLS

- Customer service
- Upselling techniques
- Guest relations
- Time management
- Multi-tasking

CERTIFICATIONS

- ServSafe Food Handler Certification, May 2018

PROFESSIONAL EXPERIENCE

Server

Bistro 56, Chicago, IL | May 2020 - Present

- Provide service to 80+ customers daily, consistently achieving a guest satisfaction rating of 95%
- Actively upsell daily specials and premium beverages, contributing to a 10% increase in average check amounts
- Collaborate with kitchen and front-of-house teams to deliver fast and efficient service

Server

Downtown Diner, Chicago, IL | June 2017 - April 2020

- Ensured guest orders were accurate and delivered in a timely manner, achieving consistent positive feedback
- Assisted in managing guest complaints and resolving issues promptly to maintain high satisfaction levels
- Maintained cleanliness and organization of dining areas, supporting overall restaurant efficiency

EDUCATION

High School Diploma

Chicago High School, Chicago, IL | May 2017