







Ethan Brooks

A highly skilled restaurant server with three years of experience providing excellent service in casual dining settings. Adept at multitasking and ensuring a smooth dining experience. Expertise in upselling, team collaboration, and managing customer complaints to maintain satisfaction.

CONTACT

-  (555) 123-4567
-  ethanbrooks@email.com
-  LinkedIn | Portfolio
-  Phoenix, AZ 85001

EDUCATION

High School Diploma
Phoenix High School, Phoenix, AZ
January 2018

KEY SKILLS

- Upselling
- Customer service
- Problem-solving
- Multi-tasking
- Food and beverage knowledge

PROFESSIONAL EXPERIENCE

Server | March 2020 - Present

Sunset Bistro, Phoenix, AZ

- Upsold appetizers, premium wines, and desserts to enhance dining experiences, increasing check averages by 18%
- Provided personalized guest service to ensure satisfaction, maintaining a 90% return rate among regular patrons
- Managed customer complaints effectively, resolving issues in a timely manner to uphold the restaurant's reputation

Server | June 2018 - February 2020

The Green Plate, Phoenix, AZ

- Took orders and delivered food to tables with efficiency, handling up to 10 tables per shift
- Provided menu suggestions, ensuring customers had a full understanding of dish ingredients and pairing options
- Maintained a clean and organized dining area while adhering to health and safety standards

CERTIFICATIONS

- ServSafe Food Handler Certification, June 2019