







Sophia Lee

A customer-focused restaurant server with three years of experience excelling in hospitality, guest relations, and upselling techniques. Skilled in providing quick, high-quality service while maintaining a friendly atmosphere.

CONTACT

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EDUCATION

High School Diploma
Chicago High School, Chicago, IL
May 2018

KEY SKILLS

- Customer service
- Upselling techniques
- Time management
- Guest relations
- Multitasking

PROFESSIONAL EXPERIENCE

Server | The Green Table, Chicago, IL
May 2020 - Present

- Delivered exceptional customer service to 60+ guests per day, achieving a 95% satisfaction rating
- Effectively upsold drinks and desserts, increasing overall sales by 10%
- Managed guest orders with precision and ensured all requests were handled promptly

Server | Coastal Grill, Chicago, IL
June 2018 - April 2020

- Provided attentive service in a fast-paced environment, consistently meeting guest expectations
- Worked efficiently with kitchen staff to ensure timely delivery of food
- Assisted in training new servers on menu knowledge and best service practices

CERTIFICATIONS

- ServSafe Food Handler Certification | November 2019