


Raheem Richardson

A fine dining server with six years of experience in upscale restaurant environments, specializing in guest relations, personalized service, and upselling techniques. A strong history of delivering outstanding service and collaborating effectively with restaurant teams to improve the guest experience.

CONTACT

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 LinkedIn | Portfolio

 Philadelphia, PA 12345

KEY SKILLS

- Customer service
- Food and beverage pairing expertise
- Guest relations
- Team collaboration
- Upselling strategies

PROFESSIONAL EXPERIENCE

SERVER | THE SAVORY TABLE, PHILADELPHIA, PA
FEBRUARY 2022 – PRESENT

- Exceed monthly sales revenue goals by up to 25% by recommending wine pairings and signature dishes tailored to guests' preferences
- Achieved a 96% guest satisfaction score by providing attentive service and communicating empathetically to understand and address individual guest needs
- Collaborate with kitchen staff and management during special events to ensure smooth and efficient service for groups of over 50 guests

SERVER | LA BELLA CUCINA, CHERRY HILL, NJ
AUGUST 2018 – JANUARY 2022

- Boosted wine sales by 18% through extensive knowledge of ingredients, pairings, and effective upselling strategies
- Educated guests on menu specials and suggested add-ons to exceed monthly sales goals by 23%
- Enhanced dining experience by offering detailed explanations of dishes, leading to consistently high feedback ratings on guest surveys and a 92% satisfaction score

EDUCATION

- Bachelor of Science (B.S.) Hospitality Management
Rutgers University, Camden, NJ | May 2018

CERTIFICATIONS

- ServSafe Food Handler Certification - May 2020