

CONTACTS

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JESSICA KOCH

WAITRESS

SUMMARY

Friendly and enthusiastic waitress with 5+ years of diverse food and beverage experience. Proficient in sequence-of-service best practices; quickly memorize menus, daily specials and restaurant schematics; and efficiently manage assigned tables within busy settings.

SKILLS

- Experienced in providing excellent client's service.
- Interact with the clients in a courteous, professional manner.
- Maintaining professional appearance.
- Well rounded multitasker.

EDUCATION

Associate of Applied in Hospitality and Tourism Management.
Highline College

CERTIFICATION

ServSafe

PROFESSIONAL EXPERIENCE

WAITRESS

First Watch Restaurants, Inc. Lincoln, IL
July 2018 - Present

- Deliver exceptional, friendly, and fast service.
- Assist host and hostess by answering phone to take reservations or to-go orders, and by greeting, seating, and thanking guests.
- Answer questions about menu selections and make recommendations when requested.
- Anticipate and addressed customer requests, led the effort of achieving and maintaining a customer satisfaction score of 90% or above.
- Learn to work well under pressure in a fast pace environment.

WAITRESS

Bumpers Drive-In Lincoln, IL
Apr. 2016 – May 2018

- Had knowledge of the menu items available especially in regard to allergies and diet restrictions.
- Patiently provided assistance to tourists and non-English speaking guests with the menu as well as give direction for parking, other nearby attractions and restroom availability.
- Handled money giving correct change, run credit cards for purchases, issued gift cards, sold merchandise.
- Cleaned and maintained work areas.

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Check out more Food Service and Hospitality Resume Examples here:

<https://resumesbot.com/food-service-hospitality-resume-examples/>