

# *Sara Smith*

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## **Objectives**

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Seeking a Waitress position with Athalia's Seafood utilizing exceptional hospitality skills and ability to provide prompt and courteous service to the patrons in order maximize revenue and customer satisfaction.

## **Work Experience**

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### **Pescatore Restaurant - Stafford, VA**

May 2011 – Present

#### Waitress

- Greet guests and accompany them to their tables
- Present menus and respond any questions regarding menu items
- Serve food and beverages
- Check regularly with guests to make sure that they are enjoying their meals and take necessary action to resolve any complaints
- Prepare and serve specialty dishes at tables
- Inform patrons of each day specials
- Explain how a variety of menu items are prepared by describing constituents and cooking methods
- Take dishes and glasses away from tables and counters, and transfer them to kitchen
- Prepare list of overall meal costs along with sales taxes
- Stock service areas with supplies including coffee, food, tableware, and linens

### **Starwood Hotels & Resorts Worldwide Inc, New York, NY**

Jan 2011 – May 2011

#### Food Runner

- Delivered food to the guests promptly and of the proper temperature
- Deposited dishes properly in the dish room
- Cleaned and set tables to restaurant standards
- Emptied trash containers
- Performed buffet set-up and replenished items
- Stocked bussing stations
- Cleaned stations and swept floors
- Assisted other restaurant personnel and performed room service

## **Education**

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### **New York City College**

June 2010

Associate Degree in Hospitality Management

Major: Food Service Strategies

GPA: 3.5

## **Skills**

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- Demonstrated ability to greet patrons, present menus, make suggestions and reply questions
- Hands-on experience in taking orders and communicate to kitchen and bar staff
- Proven record of preparing and serving specialty foods at tables
- Able to assist guests in menu selection, and provide accurate and detailed information
- Proven ability to recommend wines that complement patrons' meals

## **Achievements**

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- Reorganized beverages inventory procedures, shortening process time by 30%
- Designed and implemented a new food serving strategy that resulted in 20% increase of sales
- Trained and coordinated activities of 5 servers, whose efforts resulted in raising the profits 40%