

Sara Smith

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Objectives

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

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

Jan 2011 – May 2011

Worldwide Inc, New York, NY

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

New York City College

June 2010

Associate Degree in Hospitality Management

Major: Food Service Strategies

GPA: 3.5

Skills

- 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

- 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%