**FOOD SERVICE RESUME**

Will Gotham

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**CAREER OBJECTIVE**

Food Service Worker with 6+ years of professional experience in both front and back of house, hostess Ing as well as preparing and serving food. Consistently provide excellent customer service, and possess encyclopedic knowledge of wines, entrees, restaurant equipment, and POS systems. Looking to leverage my knowledge of the industry for a server role at your restaurant.

**PROFESSIONAL EXPERIENCE**

**SERVER**

The Big Lobster / Greenville, SC / 2020 – Present

* Take customer orders with a friendly demeanor, consistently scoring over 90% satisfaction rating on customer feedback surveys.
* Memorized 200+ cocktails and dishes to answer customer questions and increase sales by providing tailored pairing suggestions.
* Prepare appetizers, entrees, salads, and alcoholic beverages when the kitchen staff is busy, ensuring that all guests received their orders within 20 minutes.
* Trained 4 underperforming servers in upselling techniques, increasing their sales by 10% on average.
* Learned how to manually calculate and split bills, completing 53 orders during an instance when the POS terminal was down.

**HOSTESS**

Olive Garden / Greenville, SC / 2018 – 2020

* Scheduled all reservations over the phone and tracked all table availability in a restaurant with 60 tables.
* Welcomed customers and made them feel comfortable while taking care of their dining needs and requests.
* Managed phone orders, relaying them to the kitchen staff, and ensured they were ready for pick up.

**SANDWICH MAKER**

The Dive / Greenville, SC / 2016 – 2018

* Prepared a variety of sandwiches ahead of store open as well as individually to order, averaging 75 sandwiches per shift.
* Earned Food Handlers Permit and always followed safe food handling practices and protocols to ensure the safety of guests.
* Took orders for an average of 150 customers per day, providing them with friendly and outstanding service.

**EDUCATION**

(May 2017)

**Bachelor of Science in Marketing**

UNIVERSITY OF SOUTH CAROLINA – Columbia, SC

**CERTIFICATION**

(May 2017)

**Food Handler’s Permit / 360 Training**

**SKILLS**

* Sales
* POS systems
* Restaurant equipment maintenance
* Spanish
* Problem solving
* Team leadership