



# SOPHIA BROWN

Breakfast Server

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Los Angeles

www.qwikresume.com

## PROFESSIONAL SUMMARY

Passionate Breakfast Server with 7 years of experience dedicated to enhancing guest experiences. Expert in delivering prompt and courteous service while maintaining high standards of food quality and cleanliness. Proven ability to create a warm atmosphere and exceed customer expectations through attentive and personalized service.

## WORK EXPERIENCE

**Breakfast Server** Jan / 2021-Ongoing  
Blue Sky Innovations Chicago, IL

- Executed precise cash handling and POS transactions following company standards.
- Promoted menu items and specials, increasing sales and enhancing guest satisfaction.
- Maintained comprehensive knowledge of menu offerings to provide accurate information to guests.
- Delivered food and beverage service efficiently during peak hours.
- Built rapport with guests to personalize service and enhance their dining experience.
- Resolved guest complaints with professionalism and care, ensuring excellent service recovery.
- Trained and mentored new staff on service standards, improving team efficiency and guest experience.

**Breakfast Server** Jan / 2018-Jan / 2021  
Lakeside Apparel Co Chicago, IL

- Efficiently served breakfast to 100-200 guests daily, ensuring timely service.
- Managed setup and teardown of breakfast stations, maintaining cleanliness and organization.
- Demonstrated strong multitasking skills in a fast-paced environment.
- Provided detailed explanations of daily specials and menu items.
- Assisted guests with inquiries about local attractions and dining options.
- Maintained cleanliness and organization of dining area, contributing to a 15% increase in positive customer reviews.

## EDUCATION

**Associate of Science** Jan / 2015-Jan / 2018  
Culinary Institute of America Toronto, ON  
Focused on food service management and culinary skills.

## SKILLS

Customer Service 7

Food Safety Practices 8

POS System Operation 7

Menu Knowledge 10

Upselling Techniques 7

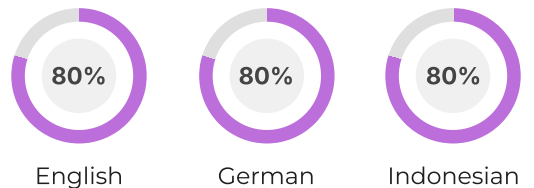
## INTERESTS

- Podcasts
- Language Learning
- Dancing
- Cycling

## STRENGTHS

- Intuition
- Leadership
- Listening
- Mentorship

## LANGUAGES



## ACHIEVEMENTS

- Achieved 95% customer satisfaction ratings.
- Trained new staff on service protocols and menu items.