

OLIVIA SMITH

Lead Server

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PROFESSIONAL SUMMARY

Dynamic Lead Server with over two years of experience in delivering exceptional dining experiences. Adept at managing high-pressure environments while ensuring outstanding customer satisfaction and team collaboration. Proven ability to train staff and implement service standards that elevate guest interactions and drive repeat business.

WORK EXPERIENCE

Lead Server

WidgetWorks Inc.

📅 Feb / 2024-Ongoing

📍 Denver, CO

1. Serve food and beverages in a professional and timely manner, enhancing guest satisfaction.
2. Accurately balance and enter sales reports into the POS system to maintain financial integrity.
3. Consistently recognized for delivering exceptional customer service, resulting in a 20% increase in repeat customers.
4. Develop a loyal customer base through personalized service and attention to detail.
5. Achieved first place in company-wide sales contests for three consecutive quarters.
6. Train new employees to meet and exceed service standards, fostering a cohesive team environment.
7. Act in a supervisory capacity, ensuring compliance with service standards and operational efficiency.

Lead Server

Summit Peak Industries

📅 Feb / 2023-Feb / 2024

📍 Denver, CO

1. The Brik Bar and Grill: Open restaurant and conduct cash till audits for accuracy.
2. Utilize Excel to compile and analyze daily sales reports for management review.
3. Prepare food items to streamline service during peak hours, ensuring timely delivery.
4. Respond to customer inquiries and manage reservations to enhance the dining experience.
5. Assign tables based on patron needs, optimizing service flow and guest satisfaction.
6. Greet customers warmly and establish rapport to promote a welcoming atmosphere.

EDUCATION

Associate of Applied Science in Hospitality Management

City College of New York

📅 Feb / 2022-Feb / 2023

📍 Toronto, ON

Focused on service excellence and restaurant operations.

SKILLS

Customer Service
Excellence



Time Management



Team Leadership



Menu Knowledge



ACHIEVEMENTS

- ★ Trained and mentored 5 new staff members, enhancing team efficiency.
- ★ Implemented a new table management system, reducing wait times by 15%.
- ★ Received a 95% customer satisfaction rating in annual surveys.