



# LIAM ANDERSON

Lounge Server Trainer

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## SKILLS

Stress Management



Wine Knowledge



Mixology Skills



Service Etiquette



Guest Relations



Scheduling Flexibility



## INTERESTS

📖 Birdwatching 🏠 Traveling

🏋️ Sports Coaching 🧶 Knitting

## STRENGTHS

🔧 Pragmatism

🍃 Sensitivity

💖 Sincerity

⚓ Stability

## LANGUAGES



English



Swahili



Arabic

## ACHIEVEMENTS

🌟 Increased customer satisfaction scores by 15% through effective training.

🌟 Achieved recognition for highest upselling rate among servers.

## PROFESSIONAL SUMMARY

Passionate about enhancing guest experiences, I bring two years of dedicated service as a Lounge Server. My strengths include fostering a welcoming environment, expertly handling orders, and training staff to deliver exceptional service. Eager to contribute my skills to elevate team performance and customer satisfaction.

## WORK EXPERIENCE

### Lounge Server Trainer

Seaside Innovations

📅 Mar / 2024-Ongoing

📍 Santa Monica, CA

1. Consistently recognized for excellent customer interactions and satisfaction.
2. Trained and mentored new staff on service protocols and menu offerings.
3. Ensured timely order processing and accurate billing for guests.
4. Trained and mentored 15 new lounge servers, improving service efficiency by 30% within three months.
5. Developed training materials that enhanced server knowledge of menu items, resulting in a 25% increase in upselling.
6. Implemented a peer review system for servers, leading to a 20% improvement in customer satisfaction scores.
7. Conducted weekly training sessions on customer service best practices, reducing guest complaints by 40%.

### Lounge Server

Crescent Moon Design

📅 Mar / 2023-Mar / 2024

📍 Portland, OR

1. Developed training materials for new lounge server staff.
2. Conducted workshops on customer service best practices and menu knowledge.
3. Monitored service quality and provided feedback to enhance performance.
4. Collaborated with management to implement service improvements.
5. Participated in team meetings to strategize on enhancing guest experiences.
6. Created a welcoming atmosphere through effective communication and engagement.

## EDUCATION

### Associate of Arts in Hospitality Management

Culinary Arts Institute

📅 Mar / 2022-Mar / 2023

📍 Phoenix, AZ

Studied hospitality management principles, focusing on customer service and operations.