



# MASON WILSON

Room Service Server

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## PROFESSIONAL SUMMARY

Resourceful Room Service Server with 7 years of experience in delivering unparalleled in-room dining experiences. Expert in managing intricate orders and dietary needs while ensuring timely and courteous service. Passionate about enhancing guest satisfaction through attentive communication and personalized interactions, aiming to contribute to a thriving hospitality environment.

## WORK EXPERIENCE

### Room Service Server-Hostess

Quantum Solutions LLC

📅 Jan / 2020-Ongoing

📍 Phoenix, AZ

1. Greet guests warmly and ensure optimal room service setups tailored to individual preferences.
2. Process and manage room service orders efficiently, guaranteeing timely and accurate delivery.
3. Engage with guests to assess satisfaction and promptly resolve any service-related issues.
4. Collaborate with kitchen and serving teams to uphold high service standards and accommodate special requests.
5. Maintain cleanliness and organization in service areas, ensuring a professional environment.
6. Inform guests of menu items and daily specials to enhance their dining experience.
7. Handle financial transactions with accuracy and security, ensuring guest trust and satisfaction.

### Room Service Server

Summit Peak Industries

📅 Jan / 2018-Jan / 2020

📍 Denver, CO

1. Acknowledged for exceptional service, leading to a nomination for Employee of the Month.
2. Supported team cohesion by assisting colleagues in various roles, promoting seamless service delivery.
3. Consistently recognized by management for commitment to guest satisfaction and service excellence.
4. Utilized guest feedback to implement service improvements, enhancing overall quality.

## EDUCATION

### Associate of Science in Hospitality Management

Culinary Institute of America

📅 Jan / 2016 Jan / 2018

📍 Phoenix, AZ

Focused on hospitality operations, customer service excellence, and food service management.

## SKILLS

Adaptability In Fast-paced Environments



Exceptional Guest Engagement



Precision In Order Fulfillment



Accurate Cash Handling



Fostering Repeat Guest Loyalty



## INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

## STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

## LANGUAGES



English



Japanese



Italian

## ACHIEVEMENTS

★ Achieved a 95% guest satisfaction rating by providing tailored service.

★ Streamlined room service operations during peak hours, resulting in a 20% reduction in wait times.

★ Implemented new service protocols that increased efficiency by 15%.