

HORACIO XIONG

Banquet Server

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☎ (123) 456-7890

📍 Lexington, KY

🌐 [LinkedIn](#)

EDUCATION

High school diploma

Henry Clay High School

📅 2009 - 2013

📍 Lexington, KY

SKILLS

- Time Management
- Written/Verbal Communication
- Customer Service
- POS Systems
- Computer Literacy
- Cleaning
- Basic Math
- Memorization

WORK EXPERIENCE

Banquet Server

Hyatt Regency Lexington

📅 2020 - current 📍 Lexington, KY

- Maintained a positive attitude during negotiation with customers to help de-escalate concerns, **reducing time-to-resolve by 18%**
- Spearheaded vendor partnerships with 4 local breweries and farms to provide quality dishes and support local businesses, **increasing customer satisfaction by 23%**
- Trained 6 new servers, decreasing time-to-productivity by 43%

Host

Red Lobster

📅 2016 - 2020 📍 Lexington, KY

- Greeted guests within 8 seconds of entry and confirmed reservations to seat guests at open tables.
- **Managed 100% of reservation bookings** by providing phone and email reminders, reducing no-shows by 11%
- Recommended menu items to guests based on allergies and personal preferences, **increasing customer satisfaction by 12%**

Server

The Cheesecake Factory

📅 2013 - 2016 📍 Lexington, KY

- Answered questions regarding promotions, sales, and specials, increasing sales by 4%
- **Relayed guest orders to kitchen staff with 96% accuracy**
- Upsold high-margin desserts and beverages to tables celebrating events, **increasing revenue by 13%**
- Implemented ending-shift checklist, increasing efficiency by 12%

Assistant Server

Cheddar's Scratch Kitchen

📅 2009 - 2013 📍 Lexington, KY

- Gauged and relayed wait times with **94% accuracy to guests**
- Assisted servers by rolling utensils, cleaning menus, and bussing tables during peak hours, **increasing efficiency by 7%**