

# Stephen Green

## Experienced Server

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(123) 456-7890

San Francisco, CA

 [LinkedIn](#)

## Work Experience

### IndoChine - Lead Server

2016 - current

San Francisco, CA

- Led hiring processes for new service staff and trained all new hires on restaurant best practices and policies
- Charged with distributing tips across all service staff and oversaw end-of-night close out processes
- Coached servers to improve customer satisfaction leading to an increase in sales of 13% during tenure
- Maintained a customer oriented environment and ensured prompt, exceptional service to deliver a memorable dining experience for all customers
- Proactively recommended wine and food options to diners with a focus on high-margin items to increase revenue while improving customer experience

### Clydz - Server

2014 - 2016

Portland, OR

- Exceeded sales targets by 7% by up-selling appetizers and drinks based on specific tastes and interests of diners
- Trained new server staff on best practices and regularly provided feedback to junior staff to improve customer satisfaction
- Delivered prompt, accurate service while simultaneously assisting other servers during busy times

### Veganized - Server

2013 - 2014

Seattle, WA

- Ensured all dietary restrictions of guests were adhered to and guided guests to menu items that met their dietary restrictions
- Recommended appetizers and drinks to complement customer interests ensuring customer satisfaction and repeat restaurant visits
- Worked collaboratively with other servers to minimize wait times for all customers, regardless of which table they were at

### Veganized - Host

2012 - 2012

Seattle, WA

- Welcomed guests and maintained waiting list while communicating expected wait times
- Managed open tables and guided guests to be seated after tables were cleaned and prepared

## Education

### Rutgers University - Associate of Arts, Liberal Arts

2010 - 2012

New Brunswick, NJ

## Skills

Interpersonal Skills, Detail Oriented, Adaptable, Collaborative, Verbal Communication, ShopKeep POS, Customer Service, Time Management