JEAN SMITH

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# SUMMARY

High energy and outgoing customer service professional with positive demeanor. Known for the ability to remember details, multi-task, and provide exceptional service in a high-volume dining setting. Excellent communication and interpersonal skills with a strong work ethic and genuine care for guests.

# Experience

**Fairmont Copley Plaza Hotel, Oak Long Bar + Kitchen, Boston, MA**

Server | June 2015 – March 2020

* Provided exceptional and individualized service to each guest.
* Assisted guests with menu selection by explaining how various menu items were prepared, describing ingredients and cooking methods, and upselling specialty items.
* Served food and beverages to guests in a professional, respectful, and careful manner, checking regularly to ensure they were delighted with their meals and resolving anything that was not to their satisfaction.
* Cleared, cleaned, and reset tables and transported all equipment following proper safety and sanitary procedures.
* Maintained thorough knowledge of restaurant’s POS system, inputting all orders accurately.

**China Gourmet, Scituate, MA**

Hostess & Order Taker | July 2013 – June 2015

* Greeted customers in a professional and courteous manner at this Asian Fusion restaurant.
* Answered phones and recorded takeout order requests accurately.
* Assisted customers with menu selections, providing excellent service and resulting in loyal, repeat customers.

# EDUCATION AND CERTIFICATIONS

* On-Call Banquet Server Skills Certificate, BEST Hospitality Training, Medford, MA, March 2020.
* TIPS Certificate,Health Communications, Inc., BEST Hospitality Training, Medford, MA, February 2020.
* MA Allergen Certificate, Berkshire AHEC, MA Department of Public Health, January 2020.