

# Rachel Connors

## Waitress resume

### AREAS OF EXPERTISE

*Guest satisfaction*

*Serving meals*

*Laying tables*

*Bartending*

*Up-selling food and drink*

*Hospitality*

*Health & safety*

### PROFESSIONAL

*First Aid*

*German Speaker*

*French speaker*

### PERSONAL SKILLS

*Desire to succeed*

*Winning work ethic*

*Competitive mindset*

*Communicating*

*Attention to detail*

### PERSONAL DETAILS

*Rachel Connors*

*Dayjob Ltd*

*The Big Peg*

*Birmingham*

*B18 6NF*

*T: 0044 121 638 0026*

*M: 0870 061 0121*

*E: info@dayjob.com*

*Driving license: Yes*

### PERSONAL SUMMARY

A hospitable, presentable and hard working team player who possesses a high standard of personal appearance and hygiene. Always focused on making sure that every guest is served to the highest possible standards by having an outgoing, polite and professional attitude towards all patrons. Constantly working hard to ensure that guest expectations are met and that their time being served is a memorable experience. Rachel naturally enjoys talking to people and is much experienced in overseeing the smooth running of a busy dining area, and in creating a unique relaxed style and atmosphere. She is now ready for new challenges, and is now seeking a suitable position with a reputable and exciting company.

### WORK EXPERIENCE

#### **International Restaurant - Coventry**

WAITRESS      June 2010 – Present

Working as part of a team that includes managers, hosts and bar tenders. Responsible for welcoming guests to the restaurant and promoting the food and beverage menu whilst serving/delivering food and drinks to guests.

#### **Duties:**

- Delivering outstanding food and beverage service to customers.
- Greeting all guests, using the guests' name as often as possible.
- Taking orders from guests and offering advice on the menu.
- Giving guests an accurate bill then taking payment from them in cash or credit cards.
- Ensuring the Cashier Tally Sheets are accurate and any discrepancies are noted and signed by a supervisor.
- Adhering to all Licensing Laws and Weights and Measure Acts.
- Keeping the Place of Work and surrounding area clean and organized at all times.
- Escorting customers to their tables.
- Removing dishes and glasses from tables, and taking them to kitchen for cleaning.
- Preparing accurate checks that itemize and total meal costs and sales taxes.

#### **Five Star Hotel - Coventry**

CATERING ASSISTANT      April 2010 – June 2010

### KEY SKILLS AND COMPETENCIES

- Ability to recommend Food & Beverage combinations and up-sell alternatives.
- Explaining how food is prepared, describing ingredients and cooking methods.
- Comprehensive knowledge of food, wines, spirits, liquors, and champagnes.
- Experience in a previous front of house role.
- Excellent command of the English language.
- Able and willing to work varying shifts including weekends and holidays.
- Building a rapport and relationship with customers.
- Experience of working in a 5 star luxury environment.
- Ensuring that customers enjoy their meals and taking action to correct any problems.

### ACADEMIC QUALIFICATIONS

#### **Nuneaton University 2008 - 2010**

BA (Hons)      Hospitality & Management

#### **Coventry Central College 2005 - 2008**

A levels:      Maths (A) English (B) Technology (B) Science (C)

REFERENCES – Available on request.

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