

# DESTINY

HOSPITALITY SERVER



Experienced hospitality professional with a strong background in high-volume, fast-paced environments. Skilled in delivering exceptional guest service, managing multiple tasks efficiently, and maintaining composure under pressure. Adept at creating a welcoming atmosphere, ensuring guest satisfaction, and contributing to seamless operations. Proven ability to thrive in dynamic settings while upholding the highest standards of service and professionalism.

## EXPERIENCE

Waitress | █████ Resteraunt and Lounge  
May 2019 – March 2022

- Delivered exceptional service in a high-volume, fast-paced environment, ensuring guest satisfaction.
- Maintained detailed knowledge of menu offerings and provided recommendations to enhance the guest experience.
- Collaborated with team members to ensure smooth operations during peak hours.
- Managed table assignments and resolved customer concerns promptly and professionally.
- Consistently exceeded sales goals through upselling and attentive service.

Serving/Fine Dining/Bottle Service | █████ Hospitality Group  
April 2022 – March 2024

- Provided fine dining service with a focus on attention to detail and guest personalization.
- Excelled in bottle service, creating an upscale experience and promoting premium offerings.
  - Supported large-scale events and VIP clientele in a high-pressure environment.
  - Ensured compliance with safety and service protocols, contributing to an elevated dining atmosphere.
  - Built strong rapport with guests, fostering repeat business and positive reviews.

## EXPERTISE

- High-Volume and Fast-Paced Service
- Fine Dining and Upscale Hospitality
- Bottle Service and VIP Client Relations
- Customer Satisfaction and Conflict Resolution
- Menu Knowledge and Upselling Techniques
- Event Support and Large-Scale Operations

## SKILLS

- Exceptional Communication and Interpersonal Abilities
- Multitasking and Time Management in Dynamic Settings
  - Attention to Detail and Guest Personalization
  - Team Collaboration and Workflow Efficiency
  - Problem Solving and Quick Decision-Making
  - Knowledge of Safety and Service Protocols
  - Proficiency in POS Systems and Order Management