

Joe Tibbs

Restaurant Server

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Passionate and customer-centric server with over 4 years of dedicated experience in delivering exceptional dining encounters. Proficient in menu curation, adept at upselling strategies, and skilled in orchestrating seamless operations. Committed to creating memorable dining moments through attentive service and collaborative teamwork.

EXPERIENCE

Alacrity Chain of Hotels and Restaurants

2021 to Present

Senior Restaurant Server

- Delivered comprehensive explanations of menu items and recommended dishes tailored to the customer's preferences.
- Presented daily specials with detailed insights into exclusive offerings for the day.
- Vigilantly oversaw the quality and portion size of each order.
- Guaranteed impeccable food presentation and timely delivery.
- Managed and monitored inventory levels to maintain optimal stock.

Happy Day Eateries

2019 to 2021

Junior Restaurant Server

- Escorted guests to their seats and managed space allocation on especially hectic days.
- Served welcome drinks and took orders from customers.
- Double-checked orders meticulously before relaying them to the kitchen, ensuring precision and operational efficiency.
- Served orders promptly, adhering to a seamless dining experience.
- Suggested desserts and drinks for customers to enjoy.
- Presented bills and processed payments for customers with accuracy.
- Swiftly cleared tables and sanitized surfaces to maintain a clean dining environment.
- Ensured the preparation and placement of fresh tableware for subsequent customers.

Cafe Coffee Day

2018 to 2019

Service Intern

- Relayed orders to the kitchen and kept track of orders
- Served food and refilled glasses
- Prepared tables by laying table cloth and dishes
- Offered special desserts of the day by highlighting the attractive offers on them
- Cleaned tables and dining areas, including counters and kitchen areas
- Boosted the coffee shop's earnings by 15% by introducing window displays as a marketing gimmick

EDUCATION

University of Phoenix

2020 to 2021

Diploma in Catering

Specialisation in Gourmet Catering

University of Houston

2017 to 2018

Diploma in Hotel & Restaurant Management

CERTIFICATIONS

- TIPS (Training for Intervention ProcedureS)
- ServSafe Food Handler

SKILLS

- Customer service
- Menu knowledge
- Table organization
- Payment handling
- Time management

- Communication
- Teamwork
- Problem-solving

LANGUAGES

English (Professional working proficiency), **French** (Elementary proficiency)

AWARDS

- Received the "Star Server" award for consistently delivering remarkable customer service and fostering a harmonious team environment.
- Selected to attend the company-sponsored workshop on Cicerone Certification.

VOLUNTEERING

- Contributed actively to a local food drive, championing community welfare through participation.
- Volunteered in serving meals at a community shelter, contributing positively to societal well-being.

HOBBIES

- I love learning new cooking techniques at workshops.
- Exploring different foods at local festivals is my favorite pastime.
- I share my cooking adventures on my blog and enjoy taking photos of meals.