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| Customer-focused professional with 2+ years of experience delivering exceptional service in the hospitality industry. Offer expertise in preparing and serving food and beverages, analysing customer needs, and responding quickly to customer requests. Well-spoken and excited to provide exceptional customer satisfaction and increase retention as a Wait Staff Member at LeFartone Bleu’s. | | | | | | | | | | |  | |
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| **James Braithwalt** | | | | | | | | | | | | |
| **Waiter** | | | | | | | | | | | | |
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| **CONTACT** | | | | | | | | | | | | |
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| 07123 456 789 | | | | ollie.braithwaite@email.com | | | | | 23 Front Street, Burnley, BB11 1AA | | | |
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| **EDUCATION** | | | | | | | | | | | | |
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|  |  | **University of Leeds, Leeds**  BA (Hons) Food Service Management, upper second-class honours (2:1)  Relevant Modules: Culinary Nutrition, Culinary Arts, Restaurant Management and Operations, Hospitality Management, International Cuisines, Advanced Food Service Operations, Food and Beverage Strategies | | | | | |  | |  | **Lichton Road Comprehensive School, Sheffield**  A-Levels: Maths (A), French (A), English Literature (A)  GCSEs: 10 A–C including Maths, English, Combined Science, and IT | |
| 2012–2015 | | |  | | | 2004-2011 | | | | | |  |
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| **PROFESSIONAL EXPERIENCE** | | | | | | | | | | | | |
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| **Waiter** | | | | | | | | | | | | |
| Café Emmeline, London  December 2021 – Present  Top performer on performance reviews for service excellence, team player mindset, and proactive approach to increasing revenue and resolving customer issues  Efficiently operate POS terminals to input customer orders, swipe credit cards, and enter cash received in the system  Obtained Wait Staff of the Month Award 10 times  Managed the register during busy weekend night shifts for 9 months, taking 285+ orders per night with 99.5% accuracy | | | | | | | | | | | | |
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| Delivered training to 10+ new waiters on proper food handling techniques, including proper freezer placement, appropriate soup temperatures, and equipment cleaning processes  Ensured positive customer experience by maintaining consistent contact and resolving issues and complaints promptly | | | | | | | | | | | | |
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| **Waiter** | | | | | | | | | | | | |
| La Maison Blanche, Leeds  May 2020 – November 2021  Recognised as an expert in handling hard-to-please guests by turning unhappy patrons into repeat customers  Maintained dining areas by rolling silverware to prepare for upcoming shifts and large parties  Received consistent 97% positive ratings for courteous service and 5-star ratings from customers  Increased sales by 20% using effective upselling techniques | | | | | | | | | | | | |
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| **SKILLS** | | | | |  | | **HOBBIES** | | | | | |
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| **Expert organisational**  **Conflict resolution**  **Upselling Techniques**  **Fluent in French and English**  **Supply management**  **Multi-line phone call systems**  **Excellent interpersonal skills**  **Time management**  **POS** | | | | |  | | **Amateur viola player**  **Socialising with friends**  **Classic films**  **Travelling**  **Reading**  **Cooking for friends** | | | | | |
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