

Charlotte James

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LinkedIn

Dedicated server with three years of experience in casual coastal restaurants and resort dining. Skilled in providing exceptional guest service, maintaining efficient table management, and promoting seasonal specials. Strong track record of improving team collaboration and streamlining service workflows.

Professional Experience

Server

George's at the Cove, San Diego, CA

February 2022 - Present

- Provide attentive service to 80+ guests daily in a high-volume coastal dining environment, achieving a 95% guest satisfaction rate
- Promote seasonal seafood specials and wine pairings, increasing sales per table by 15%
- Collaborate with kitchen and bar teams to ensure seamless order delivery and manage guest requests efficiently
- Train five new servers on menu knowledge, service standards, and table management techniques

Server

The Fish Market, San Diego, CA

July 2021 - January 2022

- Delivered exceptional service to guests in a popular waterfront restaurant, managing up to 12 tables during peak hours
- Recommended daily fresh catches and local craft beers, contributing to a 20% increase in sales over two years
- Supported large party reservations, ensuring prompt service for groups of up to 20 guests
- Resolved guest concerns professionally, contributing to a 4.7-star average rating across online platforms

Education

San Diego State University, San Diego, CA

Bachelor of Arts (B.A.) in Business Administration | May 2021

Key Skills

Coastal dining service



Guest satisfaction strategies



Efficient table management



Seasonal menu promotion



Team training and collaboration

