

Vincent Romano

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LinkedIn | Portfolio

An accomplished fine dining server with five years of experience delivering outstanding service in upscale Italian restaurants. A proven track record of exceeding sales targets and identifying creative ways to enhance the guest experience.

Professional Experience

Server

La Trattoria Bella, Philadelphia, PA

November 2022 - Present

- Surpassed monthly sales goals by 25% through expert upselling techniques and personalized menu recommendations based on guest preferences and dietary restrictions
- Achieved monthly guest satisfaction scores of 91% to 94% by promptly addressing guest concerns and providing attentive, high-quality service
- Collaborated with kitchen and front-of-house staff to ensure seamless service during peak hours and special events

Server

Giovanni's Ristorante, Philadelphia, PA

July 2018 - November 2022

- Increased wine sales by 18% by offering expert wine pairing suggestions to enhance guests' dining experiences
- Exceeded monthly sales targets by 12% through in-depth knowledge of the menu, preparation techniques, and ingredient sourcing
- Delivered exceptional guest service by anticipating needs and resolving concerns with patience and professionalism

Education

Bachelor of Arts (B.A.) in Hospitality & Tourism

Temple University, Philadelphia, PA | June 2018

Key Skills

- Guest relations**
- Upselling and sales techniques**
- Communication**
- Customer service**
- Menu knowledge**

Certifications

ServSafe Certification, 2018