



Ethan Collins

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LinkedIn

Experienced server with over six years in luxury dining and casino resort restaurants. Skilled in managing high-stakes VIP service, upselling exclusive menu items, and exceeding guest expectations in a fast-paced environment. Adept at collaborating with teams to deliver seamless, five-star service.

Key Skills

- VIP and fine dining service
- Wine and menu pairing
- Upselling premium items
- Team mentorship
- Large group service

Professional Experience

February 2020 - Present

Server

SW Steakhouse at Wynn Las Vegas, Las Vegas, NV

- Provide personalized fine dining service to high-profile and VIP guests in a luxury resort setting
- Leverage extensive menu knowledge to recommend wine pairings and premium cuts, increasing guest spend by 22% on average
- Achieve a 97% satisfaction score on post-visit surveys by delivering tailored, attentive service
- Train and mentor junior staff, improving service consistency and contributing to a 15% reduction in onboarding time

November 2018 - January 2020

Server

Bacchanal Buffet, Caesars Palace, Las Vegas, NV

- Delivered exceptional service in the world's largest buffet, serving over 150 guests per shift
- Ensured guest satisfaction by accommodating special requests and dietary restrictions, maintaining a 4.8-star rating across feedback platforms
- Promoted specialty beverages and add-ons, increasing sales by 18% during tenure
- Assisted with large group reservations, ensuring smooth coordination and timely service

Education

Bachelor of Science (B.S.) in Hospitality Management | May 2018

University of Nevada, Las Vegas, NV