



Amelia Reed

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Key Skills

Themed dining expertise

Upselling specialty items

High-volume service

Seasonal staff training

Event-specific dining operations

Professional server with over six years of experience in theme park dining and resort restaurants. Skilled at creating memorable guest experiences, upselling themed menu items, and managing high-pressure service environments. Recognized for maintaining efficiency and delivering outstanding service during peak periods.

Professional Experience

Server

Be Our Guest Restaurant, Walt Disney World, Orlando, FL

February 2020 - Present

- Serve over 120 guests daily in a high-volume, themed dining environment, consistently maintaining a 98% satisfaction rating on post-visit surveys
- Upsell themed cocktails, desserts, and souvenir menu items, increasing average per-person spend by 22%
- Assist with event-specific operations, including holiday menus and special promotions, to enhance the guest experience
- Train and guide seasonal staff on service protocols, improving team performance and guest satisfaction

Server

Rainforest Cafe, Orlando, FL

January 2017 - January 2020

- Delivered engaging service in a high-energy themed dining restaurant, managing up to 12 tables per shift
- Used upselling techniques to promote specialty dishes and cocktails, increasing sales by 15% over three years
- Resolved guest concerns efficiently, maintaining a 4.7-star average on guest satisfaction surveys
- Collaborated with team members to ensure smooth operations during peak hours and special events

Education

Valencia College, Orlando, FL

Associate of Arts (A.A.) in Hospitality Management | December 2016