



# Ryan Brooks

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**Experienced server with over nine years in steakhouse and upscale casual dining. Skilled at increasing revenue through upselling premium dishes and beverages. Known for cultivating repeat customers and consistently exceeding sales goals while maintaining high service standards.**

## Professional Experience

February  
2020 -  
Present

### Server

*Pappas Bros. Steakhouse, Houston, TX*

- Provide personalized service to 80+ guests nightly in a high-end steakhouse, contributing to a 98% satisfaction rating on post-dining surveys
- Recommend premium cuts of steak and wine pairings, resulting in a 25% increase in average table sales
- Mentor new servers on menu knowledge and service techniques, reducing training time by 10%
- Work closely with the kitchen and sommelier to ensure a seamless dining experience for guests

July 2015 -  
January  
2020

### Server

*The Grove, Houston, TX*

- Delivered excellent service in a high-volume casual dining restaurant, managing up to 15 tables per shift
- Promoted seasonal menu items and signature cocktails, leading to a 20% boost in monthly sales
- Resolved guest concerns efficiently, maintaining a 4.8-star rating on guest feedback platforms
- Supported large private events, coordinating with teams to serve parties of up to 50 guests

## Education

Bachelor of Science (B.S.) in Business Administration  
University of Houston, Houston, TX | May 2015

## Key Skills

Upscale dining service



Premium menu upselling



Guest satisfaction and retention



Team mentorship and training



Private event coordination

