**Nicholas Ridgeway**
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(215)-555-1341

**Summary**
Energetic waiter with extensive knowledge of the hospitality industry. Independent, organized and reliable with 11+ years in Fine Dining. Detail-oriented and eager to learn new skills. Enjoys a dynamic work environment. Excellent customer service skills. Strong time management skills with a strong ability to adapt to any situation. Seeking a position in an upscale restaurant where I can provide guests with impeccable service and assist with culinary choices.

2/2006 – 6/2012 -**Taylor's Chophouse, Lakeland, Florida**

**Responsibilities:**

* Greet guests in a timely manner, and provide wine list and inform them of specials that are not listed on the menu.
* Providing customers with descriptions of menu items, including ingredients and method of preparation.
* Making suggestions based on personal preferences.
* Manage service requests.
* Efficiently cleared table after each course.
* Made suggestions on dessert and after-dinner drinks.
* Presented guests with their check when the meal was complete.

**Achievements:**

* Awarded "Server of the Month" on three separate occasions.
* Constantly received positive customer reviews.

7/2012 - 7/2017 - **Boathouse Grille, Orlando, Florida**

**Responsibilities:**

* Greeted guests and inquired if they had a reservation.
* Showed them to an appropriate table and handed out menus.
* Offered a wine list, informed them of specials not listed on the menu, and asked if
there were any questions.
* Suggested and took orders for food items and made suggestions for beverage pairings.
* Delivered food and did a two-minute check back to ensure it was prepared to the guests'
liking.
* Cleared the table after each course, distributed dessert menus, and made suggestions for after dinner drinks.
* Presented guests with the check when the meal was complete.

**Achievements:**

* Promotion to head server after 6 months of employment.
* Helped increase restaurant revenue by 20% through suggestive selling.

**Education and Academic Training**

Lakeland Area High School - 2000-2004
Lakeland Community College - 2004-2006

**Job Related Skills:**

* Excellent customer service;
* Strong knowledge of food pairings;
* Extensive knowledge of wine, wine pairings, and specialty drinks;
* Serving etiquette;
* Up-selling;
* Attentive service;
* Timely order delivery;

**General Skills:**

* Adaptability;
* Strong work ethic;
* Communication skills;
* Problem solving;
* Ability to handle pressure;
* Ability to multitask;