

Aisha Malik

aisha.malik@example.com • (555) 123-4567 • Boston, MA • linkedin.com/in/aishamalik

SUMMARY

Detail-oriented and customer-focused Server with over 5 years of experience in fast-paced restaurant environments. Proven ability to enhance guest experiences and streamline service operations, contributing to increased sales and customer satisfaction.

EXPERIENCE

Server

Jan 2022 - Present

The Gourmet Kitchen, Boston, MA

- Increased customer satisfaction scores by 15% through personalized service and attention to detail.
- Successfully managed a high-volume section, averaging \$1,500 in sales per shift.
- Trained and onboarded 10 new staff members on menu offerings and service standards, improving team efficiency.

Server

May 2019 - Dec 2021

Café Continental, Cambridge, MA

- Achieved a 20% increase in repeat customers by developing strong relationships and providing exceptional service.
- Streamlined order-taking process using POS systems, reducing order errors by 30%.
- Collaborated with kitchen staff to introduce seasonal menu items, resulting in a 10% boost in monthly sales.

Host/Server

Mar 2018 - Apr 2019

Bistro 21, Somerville, MA

- Managed reservations and seating arrangements, optimizing table turnover rate by 25%.
- Provided support during high-demand periods, increasing overall team performance and service speed.
- Facilitated effective communication between front of house and kitchen staff, enhancing workflow.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

Boston University, Boston, MA • GPA: 3.7

SKILLS

Technical Skills: POS Systems, Menu Engineering, Customer Relationship Management, Table Management

Tools & Frameworks: OpenTable, Square POS, Toast POS