

Eric James Marquis

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Skilled server with diverse casual to fine dining experience and a passion for the server profession. Proficient in sequence-of-service best practices; quickly memorize menus, daily specials and restaurant schematics; and efficiently manage assigned tables within busy settings.

Personable, energetic and driven to exceed expectations—recognized by supervisors, co-workers and customers for strengths as a...
Provider of attentive service
Cultivator of repeat business
Anticipator of guest needs
Top-ranked pro upselling
“Multitasking machine” with a strong work ethic
Master in winning over difficult guests
Dependable professional—on time for all shifts
Team player—fill in wherever help is needed
Experience
100% guest satisfaction

The Cabbage Patch | Snohomish, Wa — Casual/Fine Dining

Server/Bartender, 2017-Present

Nyp Bar and Grill | Everett, Wa— casual-dining Bar and grill chain

Server/Bartender, Jan 2017 to May 2017

The Hook Seafood Broiler | Lynnwood, Wa— Fine Dining-

Server/Bartender 2016-2017

The Keg Steakhouse and Bar Lynnwood, Wa.— Fine/Casual Dining

Server/Server Trainer/Bartender, 1998-2005

Excelled as a server in a variety of fine-dining, casual-dining and entertainment venues. Earned top marks on performance reviews for service excellence; team player mentality; and proactive approach to improving processes, increasing revenues and resolving customer issues with

expedience.

Accomplishments

Displayed advanced customer service competencies in every position held ensured all guests received prompt and attentive service.

Thrived within high-volume environments, serving up to 275 guests per shift.

Routinely ranked in the top 3 amongst all wait staff at multiple venues for the highest ticket averages.

Upsold customers effectively (e.g., premium bar brands, appetizers and desserts) and optimized table-turns; outperformed wait staff average sales by up to 15%.

Earned a reputation as an expert in handling difficult and hard-to-please guests. On numerous occasions, turned unhappy guests into raving fans.

Repeatedly praised by kitchen and bar staff for clearly communicating guest orders, preferences and special requests to minimize confusion, send-backs and delays.

Received "Employee of the Month" awards and similar honors.

References Available Upon Request