

## Professional Experience

### Server

Chewie's, Danville, OH | July 2013-present

- **Take drink orders**
- **Deliver menus to guests upon arrival and offer appetizer suggestions**
- **Accurately record guest orders**
- **Deliver meals to table promptly to ensure food was served while hot**
- Check salad bar temperatures and rotate cold foods to ensure food safety per health department regulations

### Starlight Cuisine

Dryden GA | May 2003-July 2013

- Enhanced an upscale dining experience by quickly greeting customers and offering to take an order or check back
- Entered orders into a Xonos POS system to ensure accuracy
- Confirmed accuracy of orders and customer satisfaction with food by checking back frequently
- Offered upsell suggestions to customers, including appetizers, beverage upgrades and dessert ideas
- Cashed out customers at the table so they were able to remain seated to improve their dining experience

## Education

### Associate Degree in Business Management

NC State College, Mansfield, OH | June 2003

# Monica Cousins

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Professional server with over 17 years' experience who has served over 100,000 hungry diners while providing a positive dining experience for customers. Practices safe food handling techniques while using interpersonal skills to ensure customer service is positive for guests.

## Key Skills

- Accurately records orders
- Ensures correct orders before serving
- Checks back frequently to ensure customer satisfaction
- Clears tables to keep the dining area in good order