

Jennie Zhou

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SUMMARY

Server with ~8 years in upscale/high-volume dining (sushi, churrascaria, hot pot). Strong beverage knowledge, course pacing, and service recovery; fluent English, conversational Mandarin.

WORK EXPERIENCE

Toro Sushi Stone Grill and Bar

Fremont, CA

Server (2020 - 2025), Host Lead (2017 - 2020)

Oct 2017 - Sep 2025

- Delivered polished, hospitality-forward service in an upscale sushi + grill + bar setting; managed section pacing and guest experience from greeting through checkout during busy shifts
- Demonstrated strong menu and beverage knowledge; guided guests through chef specials, nigiri/sashimi, cocktails/wine/sake options, and premium add-ons to increase check average
- Promoted from Host Lead to Server; previously managed reservations/waitlist and optimized seating flow to support upscale standards and efficient table turns

Fogo de Chao

San Jose, CA

Server

Feb 2022 - Dec 2022

- Delivered fine-dining standards with strong course pacing and table maintenance in a high-traffic environment
- Explained churrascaria experience and guided guests through selections to increase upgrades/add-ons
- Coordinated closely with gauchos, bar, and kitchen to time service and maintain experience across multiple courses
- Managed large parties and special occasions; communicated clearly to ensure smooth service, accurate billing, and efficient table turns

Haidilao

Cupertino, CA

Server

Jan 2023 - Jul 2023

- Provided fast-paced, attentive service in a high-volume hot pot environment; managed multiple tables while maintaining an elevated guest experience
- Educated guests on broths, spice levels, ingredient cook times, and dipping sauces; supported dietary needs and communicated allergies clearly
- Resolved guest requests quickly and calmly; completed side work (restocking, cleaning) to keep stations rush-ready

SKILLS

- Upscale & fine-dining standards
- High-volume section management
- POS System Proficiency
- Cocktail/wine/sake service
- Suggestive selling / upselling
- Large parties / private events

LANGUAGES

English: Fluent

Mandarin: Conversational

EDUCATION

University of California, Los Angeles

Los Angeles, CA

B.A., Linguistics and Computer Science

Graduation Date: Dec 2025