

Rami Shoula

Server

Profile

Professional and enthusiastic food server with over three years of experience delivering first-class service to dining patrons in busy restaurants at banquets. Upbeat energy, confidence and poise have earned praise from employers and customers alike, along with my ability to multitask and work well under pressure. Extremely customer-focused and dedicated to maintaining restaurant and food industry standards, while enhancing the positive reputation of dining establishments.

Employment History

Server, Roister, Chicago

February 2017 — Present

- Recorded food and drink orders and served customer requests to the highest standards.
- Maintained full product knowledge of menu and specials.
- Made suggestions to customers based on preferences.
- Committed member with other restaurant professionals to ensure customer satisfaction.
- Always mindful of sanitation and safety considerations when handling food.

Server, Little Goat, Chicago

March 2016 — February 2017

- Efficient and effective customer service contributed to improved rates of return business.
- Passed food orders through to kitchen staff clearly and quickly
- Cleaned and reset tables promptly and efficiently for incoming customers, with a noticeable impact on reduced wait times.
- Helped managers train new serving staff.

Barista and Cashier, Pour Cleveland, Cleveland

July 2012 — June 2014

- Prepared specialty coffee and tea beverages in a fast-paced environment
- Provided excellent customer service
- Played integral team role to efficiently complete orders and maintain the cafe's pristine conditions and orderly workflow.

Education

Associate of Photography, Art Institute of Chicago, Chicago

August 2016 — Present

Merit Scholarship Recipient, graduation 2018

Honors Diploma, John F. Kennedy High School, Cleveland

August 2012 — May 2016

Details

romioshoula@gmail.com

Skills

Excellent Customer Service Skills

Food Safety Practices

Communication Skills

Friendly and Outgoing Attitude

Multitasking Skills

Languages

French

Russian

References

Eddie Fisher, Roister

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Cecile DiMaggio, Roister

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Frank Gonzalez, Little Goat

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