|  |  |
| --- | --- |
| 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 HistoryServer, Roister at , 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 at , 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 at , 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. |  |  |  | | --- | --- | |  | EducationAssociate 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 |  |  |  | | --- | --- | |  | ReferencesEddie Fisher, Roister from [ed.fisher23@yahoo.com](mailto:ed.fisher23@yahoo.com) · (312)332-2567 Cecile DiMaggio, Roister from [ceciledi@gmail.com](mailto:ceciledi@gmail.com) · (312)889-4578 Frank Gonzalez, Little Goat from [gonzalez.frank@littlegoat.com](mailto:gonzalez.frank@littlegoat.com) · (312)556-3488 | | DetailsSkills  |  |  | | --- | --- | | Excellent Customer Service Skills | | |  |  |  |  |  | | --- | --- | | Food Safety Practices | | |  |  |  |  |  | | --- | --- | | Communication Skills | | |  |  |  |  |  | | --- | --- | | Friendly and Outgoing Attitude | | |  |  |  |  |  | | --- | --- | | Multitasking Skills | | |  |  |  Languages  |  |  | | --- | --- | | French | | |  |  |  |  |  | | --- | --- | | Russian | | |  |  | |