

Darcella Swann

Dining Room Attendant

Profile

Dedicated Dining Room Attendant with 1 year of experience providing exceptional customer service in fast-paced dining environments. Proficient in table setting, food running, and maintaining cleanliness and organization. Demonstrates strong team collaboration skills and adaptability to ensure seamless dining experiences for guests.

Employment History

Dining Room Attendant at Denny's, ME

May 2023 - Present

- Increased customer satisfaction by 15% within the first 6 months through attentive service, ensuring cleanliness, and timely assistance to guests.
- Managed a team of 5 servers and bus staff, resulting in improved efficiency and a 10% increase in table turnover rate during peak hours.
- Successfully maintained a 98% accuracy rate on order placements and special requests, contributing to a 12% increase in repeat business.
- Implemented new table layout and seating arrangements, leading to a 20% increase in overall dining capacity and a 7% increase in daily revenue.

Junior Dining Room Attendant at The Great Lost Bear, ME

Sep 2022 - Mar 2023

- Successfully served an average of 100 customers per shift, maintaining a high level of customer satisfaction and receiving positive feedback from both patrons and management.
- Streamlined the table turnover process by implementing an efficient cleaning and resetting system, resulting in a 15% increase in table availability during peak hours.
- Assisted in training and mentoring 5 new Dining Room Attendants, helping to improve overall team performance and contributing to a 10% increase in overall customer satisfaction ratings.

Education

Diploma in Hospitality and Food Service Management at Southern Maine Community College, South Portland, ME

Aug 2018 - May 2022

Relevant Coursework: Hospitality Management, Food Service Operations, Food Safety and Sanitation, Restaurant and Catering Management, Menu Planning and Design, Customer Service, Marketing and Sales, Financial Management, Human Resources, and Facilities Management.

Certificates

Certified Restaurant Server (CRS)

Nov 2021

Food Safety and Handling Certification

Details

darcella.swann@gmail.com

(118) 078-6224

123 Maple Street, Portland, ME 04101

Links

[linkedin.com/in/darcellaswann](https://www.linkedin.com/in/darcellaswann)

Skills

Table-setting

Menu-knowledge

Hygiene-maintenance

Customer-service

Food-presentation

Time-management

Conflict-resolution

Languages

English

Bengali

Hobbies

Collecting vintage dinnerware

Gardening and growing herbs for cooking

Practicing latte art and coffee brewing techniques