JULIAN MERCER

RESTAURANT SERVER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Restaurant Server with 4+ years in casual and full-service dining. Manages up to six tables at once, knows the menu and allergens, and keeps check averages and guest satisfaction scores above store targets. Comfortable training new hires, working a full-service floor under pressure, and reconciling tips and checks accurately.

PROFESSIONAL EXPERIENCE

Server Feb 2022 - Present
Olive Garden, Sacramento, CA

- Serve a five-to-six table section on dinner shifts, averaging about 70 covers on a weekend night without losing ticket accuracy.
- Greet each table within 60 seconds and check back within two minutes of the entree, which kept table turns near 55 minutes.
- Pair wine and dessert suggestions with entrees, which raised my average check roughly 9% above the floor average.
- Handle allergy orders by confirming ingredients with the kitchen, with no allergen incidents across more than two years.
- Trained 12 new servers in the point-of-sale and section flow, and eight now work full-time on the team.
- Split checks, apply promotions, and fix order errors at the table, holding comped items below 0.5% of my sales.
- Close out sidework and cash tips each night with accurate counts, and was named server trainer by the general manager.

Server Jun 2020 - Jan 2022
Applebee's Neighborhood Grill & Bar, Folsom, CA

- Served lunch and dinner sections of five tables, averaging about 55 covers on weekend shifts.
- Closed out cash and card tips accurately at the end of each shift, with no drawer discrepancies on more than 150 closes.
- Memorized the full menu and four weekly specials, and sold desserts to roughly one in four tables.
- Learned the cocktail and wine list and sold about 8 bottles of wine on a typical weekend shift.
- Resolved wrong-order issues with the kitchen right away and recovered tables with a replacement or manager visit.
- Wrapped sidework in under 30 minutes after close, covering stations, refilling condiments, and rolling silverware.

Busser and Food Runner Mar 2019 - May 2020
Red Robin Gourmet Burgers, Roseville, CA

- Cleaned and reset about 25 tables per shift in under three minutes each so hosts could seat waiting guests faster.
- Ran food to tables and called out allergy notes from the ticket, with no mix-ups recorded.
- Assisted servers by refilling drinks and clearing plates during peak, and moved up to a server trainee position.

CORE SKILLS

Table service | Menu and allergen knowledge | Upselling | POS entry | Wine and beverage pairing | Order accuracy | Guest recovery | Cash handling | Team communication | Server training | Multitasking | Sidework and closing

EDUCATION

High School Diploma with Culinary Arts Coursework, American River College, Sacramento, CA

CERTIFICATIONS

California Food Handler Card | California RBS Alcohol Server Certification