



Jayden Truesdale

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EDUCATION

Associate of Arts | Business Administration

EXPECTED IN 06/2025

Old Dominion University, Norfolk, VA

PROFESSIONAL SUMMARY

Enthusiastic and reliable professional takes pride in providing excellent customer service and creating memorable dining experiences for restaurant customers. Skilled in anticipating customer needs, addressing complaints and resolving issues in timely manner. Maintains focus and positive attitude in stressful situations and high-volume environments. Motivated [\[Job Title\]](#) with engaging personality and flexible approach. Upbeat, friendly and anticipating customer needs to facilitate enjoyable dining experiences.

SKILLS

- Inspecting Tickets
- Guest Relations
- Cash Handling
- Dining Room Organization
- Dining Customer Service
- Menu Knowledge
- Accurate Money Handling
- Table Bussing
- Waiting Tables
- Hospitality and Accommodation
- Safety and Sanitation
- Upselling Techniques
- Sales Techniques

WORK HISTORY

WAITER

12/2021 to 06/2023

Bravos Pizza & Italian Restaurant | Virginia Beach, VA

- Quickly reset and cleaned up tables after customers left to enable speedy turnaround and guest flow.
- Remained calm and poised when dealing with difficult customers or during busy shifts.
- Answered customers' questions, recommended items, and recorded order information.
- Kept server areas clean and stocked to increase efficiency while working tables.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals, and walk-in business.
- Processed orders and sent to kitchen employees for preparation.
- Maintained customer satisfaction by clarifying questions about orders and specialty items.
- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Carried out complete opening, closing and shift change duties to keep

restaurant working efficiently and teams ready to meet customer needs.

- Inspected dishes and utensils for cleanliness.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Informed customers about daily and seasonal specials.
- Used cash registers and credit card machines to cash out customers.
- Bussed tables during busy periods to assist staff and quickly turn over tables.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Maintained thorough menu knowledge to sufficiently answer questions regarding menu item sourcing, ingredients and cooking methods.
- Trained new servers on restaurant policies and procedures.
- Collaborated with kitchen staff to facilitate prompt and accurate food preparation.
- Maintained order efficiency and accuracy through clear communication with kitchen staff, earning numerous recommendations from satisfied customers.
- Helped customers with dietary restrictions, allergies and intolerances obtain safe, delicious food by working closely with kitchen staff on alternatives.
- Collected payment for food and drinks served, balanced cash receipts and maintained accurate cash drawer.
- Supervised dining table set-up to prepare for diversity of event types, following strict service standards.
- Strategically timed check-ins with customers to take orders and confirm satisfaction with meals after delivery, taking action to correct any problems.
- Printed dining checks with total due, collected payment and offered receipts to complete transactions.
- Upsold appetizers, drinks and desserts to increase restaurant profits.
- Increased sales significantly by upselling higher-end products to customers.
- Met with chef to review daily specials and menu changes.
- Checked guests' identification before serving alcoholic beverages.
- Monitored patrons for alcohol intake to appropriate levels and took measures to curtail inappropriate behavior.
- Checked customers' IDs to verify age in compliance with minimum age requirements for consumption of alcoholic beverages.
- Supervised set up of banquet food stations and coordinated service to multiple dining areas.