

**Julie Bonner**  
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## Profile

Personable, professional waitress with over 10 years of experience in a variety of settings, including fast-casual and fine dining. Adept at memorizing menus, providing outstanding customer service, and training new hires in restaurant protocols. Familiar with multiple POS systems, including Toast, TouchBistro, and Upserve ServSafe-certified.

## Professional Experience

### **Head Server, The Capital Grille, Philadelphia, PA**

*September 2016 – Present*

- Lead shifts of 10-12 servers at upscale 100-seat restaurant
- Memorize daily specials, seasonal cocktail list, and regular menu, including possible allergens and substitutions
- Take food and beverage orders for an average of 40 guests per shift
- Assist in training new waitstaff; have trained 20 servers to date

### **Waitress, Talula's Garden, Philadelphia, PA**

*April 2012-September 2016*

- Served an average of 20 guests per shift at 50-seat farm-to-table restaurant
- Studied extensive list of locally-sourced ingredients, to provide accurate answers to customers about menu
- Provided recommendations for food and beverage pairings
- Used POS system to enter orders, and run cash, debit, credit, and gift card payments

### **Waitress, Cantina Los Caballitos, Philadelphia, PA**

*June 2009-April 2012*

- Served food and beverages to guests at casual Mexican restaurant
- Performed side work as needed, including cleaning, restocking, and assisting other servers
- Processed cash, credit card, debit card, and gift card payments on POS system

## Education

### **Bachelor of Arts, History**

*Temple University, Philadelphia, PA, August 2005-May 2009*

## Key Skills

- Excellent memorization
- Strong verbal communication skills
- Attention to detail
- Extensive knowledge of gastronomy
- Leadership skills
- Ability to remain calm under pressure