Julie Bonner

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Personable Waitress with 10+ years of experience in fast-paced restaurant settings. Skilled at memorizing menus, training new hires, and providing top-caliber service to customers. Draw on strong knowledge of POS systems, including Toast, TouchBistro, and Upserve.

Key Skills

- Cross-Team Collaboration
- Customer Relations & Service
- Efficiency Improvement
- Gastronomy
- Menu & Order Memorization
- New Hire Training
- Payment Processing
- Personnel Management
- Point-of-Sale (POS) Systems
- Task Prioritization
- Team Leadership & Motivation

Professional Experience

Head Server

The Capital Grille, Philadelphia, PA | December 2019 to Present
[Upscale restaurant with 100 seats]

- Oversee shifts of 10-12 servers in a high-pressure work environment
- Take food and drink orders for ~40 guests per shift
- Memorize daily specials, seasonal cocktail list, and regular menu to quickly address customer questions and advise on possible allergens and substitutions
- Onboarded and trained 20 new servers to date

Waitress

Talula's Garden, Philadelphia, PA | October 2016 to November 2019
[Farm-to-table restaurant with 50 seats]

- Served food and drink orders to ~20 guests per shift
- Studied extensive list of locally sourced ingredients to accurately answer guests' menu questions
- Anticipated customers' needs by promptly refilling drinks, providing extra napkins, and clearing away empty plates
- Recommended food-beverage pairings on request

Waitress

Cantina Los Caballitos, Philadelphia, PA | August 2012 to September 2016
[Popular casual Mexican restaurant]

- Served food and drink orders to guests in a fast-paced work setting
- Performed side work such as cleaning and restocking to help maintain a pleasant, efficient facility
- Processed cash, credit, debit, and gift card payments on POS system

Education

Bachelor of Arts (BA)

Temple University, Philadelphia, PA

Certifications

- ServSafe Food Handler, National Restaurant Association