

# Damian Rosales

📍 Houston, TX ✉ Damianrosales10@gmail.com 📞 (713) 853-8779

---

## SUMMARY

Dedicated hospitality professional with 7+ years of experience delivering exceptional customer service in fast-paced, high-volume dining environments. Proven expertise in fostering memorable guest experiences, maximizing sales through strategic upselling, and resolving customer concerns with poise and professionalism. Adept at team collaboration, attention to detail, and cultivating repeat business.

---

## EXPERIENCE

### Server

#### Best Regards

September 2023 – January 2025

- Delivered outstanding table service while maintaining a professional and welcoming demeanor.
- Recommended high-margin menu items, including appetizers and specialty cocktails, to increase revenue.
- Prepared and arranged tables with precision to ensure a seamless dining experience.
- Anticipated guest needs, ensuring timely delivery of orders and satisfaction..

### Server

#### Handies Douzo

September 2022 – September 2023

- Provided personalized service by addressing customer preferences and dietary restrictions.
- Contributed to a 10% increase in beverage sales through menu knowledge and pairing recommendations.
- Restocked and organized inventory during downtime, ensuring operational efficiency.
- Played a key role in maintaining a harmonious team dynamic during high-pressure shifts..

### Server

#### RA Sushi Bar Restaurant

October 2019 – August 2022

- Promoted specialty items, driving up average ticket sales by 15%.
- Resolved guest and employee concerns promptly, maintaining a positive and productive workplace.
- Maintained detailed knowledge of menu items to provide recommendations tailored to guest preferences.
- Trained new staff on service protocols and guest engagement techniques..

### Server

#### Dish Society

August 2018 – August 2019

- Leveraged comprehensive knowledge of wine, cider, and beer to enhance beverage sales.
- Built rapport with regular guests, contributing to customer retention and loyalty.
- Ensured accuracy and efficiency in order processing and delivery, consistently exceeding guest expectations..

---

## EDUCATION

### Diploma

Westside High School • May 2017

---

## CERTIFICATIONS

### Food Handler Certification

### TABC Certification

---

## SKILLS

Upselling & Revenue Maximization

Menu Knowledge & Dietary Accommodation

Team Collaboration & Leadership

High-Volume Dining Expertise

Problem Resolution & Conflict Management

Strong Organizational Skills & Attention to Detail

