
Jacob Palmer

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SUMMARY

Ambitious graduate from the College of Charleston and experienced server ready to apply my skills to a new work environment. I have a passion for food service and inspiring restaurant guests to fall in love with both their dining experience and their meal. I am eager to turn a new page in a new city and continue on my path as a food service provider.

EDUCATION

College of Charleston

Bachelor of Arts in Political Science

Charleston, SC Fall 2016 - Spring 2020

Skills

- Hospitality Background
- Highly Responsible and Reliable
- Hygienic and Prompt
- Familiar with Aloha and Jonas POS Systems
- Basic Knowledge of Beverages
- Dedicated learner

EXPERIENCE

Panera Associate

Simpsonville, SC Jun 2014 - Aug 2017

- Was introduced to POS system
- Built sandwiches, salads, and poured soups while learning a changing set of ingredients
- Worked in the Bakery and began customer service development
- Washed dishes and learned the value of efficiency.

Charleston Crab House Server

Charleston, SC Oct 2017 - Oct 2019

- Assisted servers and dining room hosts, quickly responding to guests' needs.
- Ensured positive customer dining experiences by executing effective quality assurance practices.
- Supported other areas of the restaurant in set up, cleanup, prep work and equipment maintenance.
- Inquired about guest satisfaction, anticipated additional needs and happily fulfilled requests.
- Discussed menu items and dietary concerns, noted special requests and suggested appetizers or other additional items to meet upsell goals.

Carolina Yacht Club Server

Charleston, SC Oct 2019 - June 2020

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- Developed skills required to be an effective member of a service team
- Authenticity & Service values strengthened
- Communication with a team
- Leadership abilities involved in communicating with large groups of staff and guests

Canvassing for Yang - Volunteer

Charleston, SC Dec 2019 - February 2020

- Experience gained in the practice of conveying a specific set of a presidential candidate's policies in a short period of time.
- Communication with a team of organizers and volunteers