

# ADRIANNA TAI

## Event Server

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☎ (123) 456-7890

📍 Arlington, VA

🌐 [LinkedIn](#)

## EDUCATION

Bachelor of Arts

Journalism

George Washington  
University

📅 2008 - 2012

📍 Washington, D.C.

## SKILLS

- Time Management
- Customer Service
- Conflict Resolution
- Cleaning
- POS Systems
- Memorization
- Written/Verbal communication
- Fine Dining Service

## WORK EXPERIENCE

### Event Server

#### Design Cuisine

📅 2018 - current 📍 Arlington, VA

- Collaborated with event coordinator and social media manager to create event-specific webpages, **increasing attendees by 12%**
- Liaised with 4 local vendors to discuss event needs and requirements, decreasing event costs by 31%
- **Served an average of 30+ guests** during any given event
- Collaborated with kitchen staff and 8 servers to serve accurate orders to guests in order of arrival, decreasing customer complaints by 34% and efficiency by 6%

### Banquet Server

#### Hyatt

📅 2015 - 2018 📍 Arlington, VA

- Set up, refreshed, and **bussed 9 tables per shift**
- Prepared buffet by washing dishes, setting up hot stations, and restocking fresh food items
- Managed buffet availability and cleanliness by refilling hot station food, washing dishes, and removing trash/food waste
- Answered customer questions over the menu with **98% accuracy**

### Server

#### The Ritz-Carlton Pentagon City

📅 2012 - 2015 📍 Arlington, VA

- **Served an average of 24 customers** per shift
- Promoted specials during ordering, increasing revenue by 12%
- Answered guest questions regarding menu offerings and restaurant locations, **increasing customer satisfaction by 9%**
- Maintained cleanliness in front-of-house and kitchen by removing trash, cleaning tables, and sweeping messes

### Server

#### Copperwood Tavern

📅 2008 - 2012 📍 Arlington, VA

- Greeted, seated, and served 42 customers per shift
- Reviewed all orders with guests, **decreasing errors by 84% and customer complaints by 41%**
- **Resolved 87% of guest complaints** by maintaining an upbeat manner and offering complimentary items as needed