

# Olivia Campos

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San Diego, CA

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## WORK EXPERIENCE

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### LongHorn Steakhouse - Restaurant Manager

2011 - current

San Diego, CA

- Calculated budgets and target sales, monitoring operations to ensure 97% of targets were met or exceeded.
- Collaborated with delivery service Apps, such as UberEats and Door Dash, increasing sales between April and May 2020 by 35%.
- Negotiated with suppliers, receiving products 15% below average pricing.
- Spearheaded marketing campaign for school proms and surfing events, providing catering and outperforming sales targets by 12%.
- Achieved 96% or above on health inspection scores by adhering to all policies and safety standards.
- Crafted employee incentive program, including raises and paid time off, reducing staff turnover by 17%.

### Catch - Restaurant Manager

2008 - 2011

San Diego, CA

- Collaborated and negotiated with food suppliers, strengthening relations and receiving 0 late shipments.
- Coordinated with chefs to narrow down menu, giving diners 7 choices per course and reducing stocking expenses.
- Crafted social media marketing campaign in the San Diego area, reaching 20,000+ potential customers.
- Supervised supply orders and deliveries, conducting delivery inspections to reduce the instance of suboptimal produce by 17%.
- Built customer service training courses for FOH workers, improving Yelp ratings from 4.3 to 4.7 within 2 years.

### IHOP - Server

2006 - 2008

San Diego, CA

- Cultivated a warm, friendly environment for diners, receiving employee of the month 4 times.
- Mentored inexperienced servers on cross-selling strategies, boosting sales revenue by 14% in 2008.
- Exceeded guest expectations with dietary restrictions, receiving 100% positive reviews for accommodation and knowledge.
- Outperformed sales goals by 12% by up-selling high-margin dishes and cross-selling add-ons and complimentary drinks.
- Provided helpful, patient customer service while ensuring 10+ tables were cared for promptly.
- Memorized 50+ menu items, providing diners with extensive insight on dietary restrictions, cooking method, and recommendations.

## EDUCATION

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### Del Norte High - High school diploma

2002 - 2006

San Diego, CA

## SKILLS

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Bilingual (Spanish); Multi-tasking; Detail Oriented; Critical Thinking; Flexible; Creative