





TAVARES **ORTIZ**

Fine Dining Server

CONTACT

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Seattle, WA 
[LinkedIn](#) 

EDUCATION

Associate of Arts
Liberal Arts
University of Connecticut
Hartford, CT
2008 - 2010

SKILLS

Verbal Communication
Fine Dining
Detail Oriented
Adaptable
Collaborative
Customer Service
Interpersonal Skills
Time Management
Leadership

CAREER OBJECTIVE

Server with extensive experience ranging from family dining through Michelin star fine dining. My goal is to continue to deliver exceptional dining experiences to bring people together and improve restaurant efficiency.

WORK EXPERIENCE

Fine Dining Server

Canlis / 2016 - current / Seattle, WA

- Ensured customer satisfaction serving 7 course prix fixe meals at this Michelin star restaurant
- Maintained extensive knowledge on the menu ranging from the origin of ingredients through cooking methodology to educate diners and answer all of their questions
- Provided prompt, accurate, exceptional customer service while simultaneously ensuring that reservations were not delayed
- Presented each course of the meal to exacting standards established by the chef to create a rich, fulfilling experience for diners
- Cultivated a collaborative, team-oriented environment amongst service staff while operating under the philosophy that a rising tide lifts all boats

Server

TrumBull Kitchen / 2013 - 2016 / New York, NY

- Exceeded sales targets by 9% by up-selling appetizers and drinks based on specific tastes and interests of diners
- Coached junior servers to improve customer satisfaction leading to an increase in sales of 13% during tenure
- Ensured all dietary restrictions of guests were adhered to and guided guests to menu items that met their dietary restrictions

Server

Salute / 2010 - 2013 / Newark, NJ

- Proactively recommended wine and food options to diners with a focus on high-margin items to increase revenue while improving customer experience
- Created a welcoming and positive environment to make diners and guests feel at home resulting in recognition as the employee of the year in 2012
- Acted as a team player and never hesitated to help bar or service staff depending on which side of the house was most busy
- Worked collaboratively with other servers to minimize wait times for all customers, regardless of which table they were at