

Octavio Ortiz

Fine Dining Server

Attentive, hospitable, and observant server with extensive experience ranging from family dining to fine dining. My goal is to continue to deliver exceptional dining experiences to bring people together and improve restaurant efficiency at a luxe establishment like Vendemmia .

WORK EXPERIENCE

Canlis

Fine Dining Server

Seattle, WA | August 2016 - current

- Ensured customer satisfaction, serving 7-course prix fixe meals at Michelin star restaurant
- Maintained extensive knowledge of 25+ menu items, ranging from the origin of ingredients to cooking methodology to educate diners and answer all of questions
- Provided prompt, accurate, exceptional customer service while simultaneously ensuring that 0 reservations were 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 among staff while operating under the philosophy that a rising tide lifts all boats

TrumBull Kitchen

Server

New York, NY | September 2013 - August 2016

- Memorized over 30 menu items, and exceeded sales targets by 6% by up-selling daily specials
- Coached 4 junior servers in managing up to 6 tables at a time, leading to an increase in sales of 18% during tenure
- Checked on guests 2-3 times during meal, and promptly delivered bills without being asked

Salute

Server

Newark, NJ | June 2010 - September 2013

- Suggested wine and entrée pairings, focusing on high-margin items to increase revenue by 5% while improving customer service
- Fostered a welcoming atmosphere to make diners and guests feel at home, resulting in recognition as the Server of the Year in 2012
- Took order with 100% accuracy, and served tables within 60 seconds of the kitchen's notification
- Decreased wait time by 3 minutes for all customers by communicating with hostess stand and service staff

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Seattle, WA

[LinkedIn](#)

SKILLS

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

EDUCATION

Associate of Arts

Liberal Arts

University of Connecticut

August 2008 - May 2010

Hartford, CT