





OLIVIA CAMPOS

Server

CONTACT

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Washington, DC 
[LinkedIn](#) 

EDUCATION

Associate of Arts
Liberal Arts
University of Southern California
Los Angeles, CA
2013 - 2015

SKILLS

Collaborative
Detail Oriented
Adaptable
Customer Service
Verbal Communication
ShopKeep POS

CAREER OBJECTIVE

People oriented server with 5+ years of experience delivering exceptional dining experiences to customers. Looking for an opportunity to continue to increase restaurant sales through extraordinary customer service and proactive menu recommendations.

WORK EXPERIENCE

Server

Patchi's Restaurant / 2019 - current / Washington, DC

- Worked closely with management team to re-structure menu to promote food items with the highest margin, resulting in an increase in sales of 21%
- Trained new server staff on best practices and regularly provided feedback to junior staff to improve customer satisfaction
- Exceeded sales targets by 4% by up-selling appetizers and drinks based on specific tastes and interests of diners
- Recognized as employee of the quarter in Q3 2019 by focusing on delivering exceptional experiences to diners
- Managed close-out process on weekends for servers to ensure tips were properly distributed and all bills were properly

Server

Lorenzos / 2015 - 2019 / San Francisco, CA

- By maintaining up-to-date knowledge of the menu and quickly establishing a relationship with customers achieved average order sizes 11% over target
- Proactively recommended wine pairings with dishes along with complementary desserts to provide a memorable, enjoyable experience for diners
- Regularly assisted colleagues during rush-hour periods by helping take customer orders and bringing out dishes as they were prepared
- Worked collaboratively with management and kitchen staff to reduce idle time when dishes were ready to maximize customer satisfaction