Richardson

Diana

# Contact

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# Hobbies

* cooking
* Italian culture

# Highlights

* Works well under pressure
* Exceptional interpersonal skills
* Trained in liquor, wine, and food service
* Master of sales techniques
* Highly responsible and reliable
* Food Ingredients expert

# Experience

**Head Waiter - 09/2017 to 05/2019**

**Momo Restaurant, New York**

* Coach new waiters and floor staff on guest service expectations, safety procedures, proper food handling, and restaurant protocols.
* Monitor dining room to guarantee optimal guest experiences.
* Work with individual servers to improve performance.
* Answer customer inquiries and resolve issues immediately.

**Waitress - 09/2015 to 05/2017**

**Si Italian Restaurant, New York**

* Answered questions about menu (elections and made recommendations when requested).
* Accurately recorded orders and partnered with team members to serve food and beverages.
* Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests.
* Consistently adhered to quality expectations and standards.

# Education

Bachelor of Science: Cook - 2014

Cookery School (High School), Dublin

**Experienced Server bringing enthusiasm**, dedication and an exceptional work ethic. Trained in customer service with knowledge of Italy cuisine. High energy and outgoing with a dedication to positive guest relations. High volume dining customer service, and cash handling background.