

# Diana Richardson

**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.

## Contact

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## Hobbies

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- cooking
- Italian culture

## Highlights

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- 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

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### 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

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Bachelor of Science: Cook - 2014

Cookery School (High School), Dublin