

# Olivia Bennett

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**Detail-oriented server with over seven years of experience in high-volume music-themed restaurants and lounges. Specializes in delivering personalized service to diverse clientele and improving guest satisfaction through effective communication and menu recommendations. Proven track record of increasing revenue through upselling and enhancing the overall guest experience.**

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## Professional Experience

### Server

*The Southern Steak & Oyster, Nashville, TN*

*February 2020 - Present*

- Serve up to 12 tables per shift in a high-energy, fast-paced steakhouse and bar, consistently receiving positive guest feedback
- Recommend appetizers, premium cocktails, and desserts to boost sales, leading to a 20% increase in average ticket totals
- Coordinate with kitchen and bar staff to ensure timely order delivery, maintaining a smooth workflow during peak hours
- Trained eight new team members on menu knowledge and service techniques, improving team efficiency by 15%

### Server

*Acme Feed & Seed, Nashville, TN*

*November 2017 - January 2020*

- Delivered exceptional service in a high-volume, multi-level restaurant and live music venue, managing up to 15 tables at once
- Promoted daily specials and signature cocktails, exceeding monthly sales goals by 25%
- Resolved guest issues quickly and professionally, contributing to a 4.6-star average rating on review platforms
- Assisted with large group bookings and special events, ensuring seamless service for parties of 30+ guests

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## Education

Bachelor of Arts (B.A.) in Music Business | May 2017  
Belmont University, Nashville, TN

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## Key Skills

- **High-volume service**
- **Upselling techniques**
- **Guest issue resolution**
- **Team training and mentorship**
- **Event service coordination**