

Ella Robinson



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LinkedIn

Dedicated server with over five years of experience in farm-to-table and sustainable dining concepts. Specializes in fostering connections with guests, promoting locally sourced menu items, and providing a seamless dining experience. Proven ability to boost revenue through strategic upselling and exceptional customer service.

Professional Experience

Server

Tusk, Portland, OR

| February 2020 - Present

- Deliver exemplary service to 75+ guests per shift in a busy farm-to-table restaurant, ensuring accuracy and efficiency during peak hours
- Promote seasonal menu items and local wine pairings, increasing average sales per table by 18%
- Train and mentor 10+ new staff members, contributing to a 20% improvement in team performance and service speed
- Recognized as “Employee of the Month” three times for consistently exceeding guest expectations

Server

Ava Gene's, Portland, OR

| January 2018 - January 2020

- Provided high-quality service in an upscale Italian restaurant specializing in locally sourced ingredients
- Upsold chef specials and rotating wine selections, achieving 15% higher check averages than the team average
- Supported private dining events for up to 40 guests, ensuring smooth execution and positive guest feedback
- Maintained extensive knowledge of seasonal produce, menu items, and preparation techniques to enhance guest experiences

Education

Bachelor of Arts

(B.A.) in

Environmental

Studies | December

2017

Portland State University,
Portland, OR

Key Skills

- Seasonal and sustainable menu expertise
- Wine pairing and upselling
- Private event coordination
- Staff training and mentorship
- High-volume service