

Lisa M. Bosworth

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As illustrated in my resume, most of the work I've done has been in the foodservice industry. I have 20 years of experience in the industry, including 4 years of management, 15 years of serving, and 8 years of sales and marketing. This industry is my passion! I am an outgoing, energetic and warm person with excellent communication skills. I am very organized and efficient, and am a great multi-tasker as well as a resourceful problem solver. I know how to deliver superior customer service!

Additional 15 Years Serving Experience: Wolfgang Puck's Puck Tavern at Honda Center, Bondi Grill, The Rusty Pelican, Red Lobster, Angels Sports Bar, The Party Staff, Cove Steakhouse, Bud Jackson's Steak Grille, Wichita Pub, Country Inn, McClintock's, Baker's Square, Mazzi's, Willamette Diner, Flying J Truck Stop

Pizza Nova of Newport Beach, Server, 07/2014-present. Assisted in opening this new waterfront restaurant. Performed all server duties including cocktail service: greeted guests, provided menu item recommendations, initiated proactive customer service to ensure guest satisfaction.

The Red O by Rick Bayless, Server, 10/2013-6/2014. Greeted guests in a warm and professional manner. Welcomed guests with appropriate information about Chef, menu theme, and qualities of cuisine offered. Thoroughly described dishes and made recommendations for order selection. Used proper fine dining etiquette. Communicated effectively to co-workers in an effort to serve guests as a team. Maintained service throughout meal to ensure the highest degree of guest satisfaction, being pro-active whenever possible to meet guest needs. Contributed to a positive atmosphere by providing enthusiasm and positive energy. Established positive connections with guests and co-workers.

Vittorio's, Server, 6/2011-11/2012. Effectively merchandised menus in an informative, friendly and enthusiastic manner. Served guests quickly and efficiently. Resolved problems on a daily basis to the complete satisfaction of the customer. Anticipated guests' needs to provide superior customer service. Made recommendations and described dishes and beverages to ensure a positive guest experience. Efficiently and accurately communicated guest selections and preferences to dining room and kitchen teams.

Foley Station, Server, 4/2008-4/2011. Served guests in a fine dining atmosphere, merchandising wine/cocktails, appetizers, entrees and desserts. Delivered courses in a timely, efficient and pro-active manner. Maintained high level of professionalism while creating a warm atmosphere and making guests feel unique and special. Provided excellent customer service by anticipating guests' needs and going above and beyond reasonable expectations to ensure a thoroughly enjoyable dining experience.

Full Moon Café, Owner/Server, 11/2004-3/2008. Acted as sole proprietor of an internet café specializing in breakfast, lunch, and espresso. Daily duties included serving, marketing, all administrative tasks, food preparation and cooking, maintaining and purchasing inventory, menu design, menu item creation, food cost analysis, and developing strong community relations as a downtown business owner. Designed and created a warm and inviting atmosphere for my clientele.

Sysco Foodservices, Marketing Associate, 9/1996-11/2004. Created and maintained a weekly route consisting of foodservice venues, establishing strong and enduring customer relationships. Solved any problems that arose on a daily basis. Developed penetration in each account by selling all major product categories through presentation of new products, services, ideas and applications in an effort

to meet sales and profit goals. Handled all of my customers' problems that arose to ensure the highest level of customer satisfaction. Worked as a team with Sysco specialists, manufacturing representatives, and transportation and credit departments to ensure gains of gross and net profits as well as customer satisfaction. Acted as consultant to restaurants by analyzing food costs of all menu items and proposing products to achieve higher profit margins. Attended ongoing training programs which focused on time-management, organization, motivation, sales techniques, product knowledge, and strengthening customer relations.

Testimonial from Sysco Customer as well as Employer as a server:

"I am proud to write this letter for Lisa Bosworth. Lisa has a vibrant personality with positive and motivated responsibility to her customers' needs. She responds quickly to requests and goes the extra mile to research information and products needed to provide quality service for us. Her use of tools and resources is excellent. In situations of error or question she is quick to remedy or offer solutions. Overall, we see Lisa and the service she provides as key to the success of our business."

Merlyn Baker

Owner/Chef Foley Station Restaurant