

# Gizela Oldfield

692 E. Fellows Dr. Orange, CA 92865

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## Qualifications Profile

- Highly organized and personable Server with experience providing exceptional customer service in establishments ranging from casual cafes to fine dining restaurants.
- Dedicated to ensuring customer satisfaction by remaining accessible and friendly.
- Exceptional interpersonal and teambuilding skills.
- Talent for quickly resolving issues prior to escalation.
- Skilled at anticipating, identifying and fulfilling guest needs and clarifying special orders.
- Success in multitasking while remaining professional and courteous in fast paced environments.

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## Professional Experience

Oldfield Productions Decorative Lighting, Orange, CA

David Oldfield 714-813-0264

August 2011-present

Answer calls and assist customers with creative lighting decisions. Prepare lighting equipment. Fill orders, assist with large installations.

Marie Callender's, Anaheim Hills, CA

Donald Hablitzel 714-925-5448

April 2007-August 2011

Server/ Certified Trainer

Assisted customers in order selection. Recommended specific menu items and ensured prompt, accurate service. High guest check averages by suggesting and selling additional food and beverage items. Continually visited guest tables to pre buss and give attentive service. Collect payments and balance transactions with receipts. Trained new employees in company standards and exceptional guest service.

Olive Garden Italian Restaurant, Orange, CA

Mark 714-998-9092

July 2004-April 2007

Server/ Certified Trainer

Assisted customers in order selection by promoting specific menu items and specials. Upsell appetizers, specialty beverages and dessert to increase guest check averages. Regularly follow up with guest tables and promptly fulfill additional requests. Collect payments and balance transactions with receipts.

Trained new employees in company standards and exceptional guest service.

The Oaks Steak House, Perris, CA

November 2000-October 2003

Server/Lead

Resaurant is now closed, I relocated to Orange.