

Lizedna Lilio

104 Fountain Oaks CR #139 Sacramento CA 95831
(916) 793-9605 lizednalilio@icloud.com

OBJECTIVE

Experienced Server with 1.5 years Management experience that has a strong interest to create a great experience and increase recurring customers!

WORK EXPERIENCE

Ikea Restaurant, West Sacramento – Customer service
October 2018 – Present

Completed cash and card transactions after meal was ordered.

Bussed tables and kept restaurant stocked with utensils napkins and drinks!

Stagecoach Restaurant , Sacramento— Waitress

May 2016 - January 2018

Oversaw all guest transactions from large parties, including gift card, cash credit and debit card transactions.

Dedicating customer satisfaction by being accessible, and friendly.

Present menus, answer any questions and make recommendations upon request.

Served food and drinks to patrons, also serving specialty dishes at tables if required.

Grand Pavilion Banquet Hall, Sacramento – Wait Staff Lead/Barback/Bartender
January 2018-December 2018

Promoted new drinks that ensured recurring customers.

Reorganized and active restocking of all bar necessities and snacks, allowed for 25% increase in efficiency.

Set up dining hall for parties of 300-700+ people eating 3 course meals.

Indian Cash and Carry Restaurant , Sacramento – Manager/Trainer/waitress
February 2018- August 2018

In charge of Hiring new employees for the grand opening of the restaurant.

Responsible for training a servers and host to learn the menu and restaurant layout.

Improved customer satisfaction by friendly conversation and being well versed with the menu.

Jamba Juice — Shift Lead/ Team Member

April 2015 - June 2016

Keep account of inventory, sales, overall performance as a store.

Managed a team to accomplish sales goals by demonstrating great upsell techniques.

Encouraging a work environment that promotes working together to achieve success.

Guiding each team member to create clientele and keep a rapport in order to provide excellent customer service.

EDUCATION

Sacramento City College, Sacramento CA

Expected to graduate in 2020 with AA in Communications.

Completed 80 Units toward my AA.

REFERENCES

Ann Richardson, (916) 789-1755

Mentor from 2012-present.

Debbora Temple, (916) 617 8889

Previous Supervisor from May 2016.