



# Olivia Ward

## Head Waitress

Head waitress with eight years in fine-casual dining, leading teams of 10+ servers. Expert in shift coordination, conflict resolution, and maintaining service standards.

## CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



City, ST 12345

## PROFESSIONAL EXPERIENCE

### Head Waitress | The Bistro at Parkside, City, ST

April 2018

- Supervise 12 servers across lunch and dinner shifts, ensuring 100% adherence to service protocols
- Mentor new hires, reducing training time by 30%

### Senior Server | Urban Eats, City, ST

June 2015 - March 2018

- Managed priority guest seating and large-party coordination, contributing to a 15% repeat-visit increase
- Led weekly service standards workshops for the front-of-house team

## EDUCATION

### High School Diploma

A.A. in Hospitality Management, Community College | May 2015