

# OLIVIA FRUGE

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## Summary

A hardworking runner with proven relationship-building and time management skills in fast-paced restaurant environments. Successful at handling tables of all sizes with accuracy and impeccable service skills. Strives to meet customer needs, drive satisfaction and promote long-term loyalty.

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## Skills

- Food Safety Understanding
- Dining Customer Service
- Point of Sale (POS) System Operations
- High-Volume Dining
- Price Memorization
- Effective Customer Upselling
- Check Payment Processing
- Menu Memorization
- Table Bussing
- Food Inspection
- High Energy and Stamina
- Special Requests and Substitutions
- Cleaning and Sanitizing
- Transactions and Cash Handling
- Service Oriented

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## Experience

**Server** | Brew Bachers - Baton Rouge, LA | 03/2021 - 08/2021

- Greeted customers, answered questions and recommended specials to increase profits.
- Satisfied customers by topping off drinks and offering condiments, napkins and other items.
- Operated POS terminals to input orders, split bills and calculate totals.
- Communicated with hosts, bussers and kitchen staff to prepare for and serve customers.
- Arranged place settings with clean tablecloths, napkins and tableware to prepare for incoming guests.
- Completed cleaning duties by sweeping and mopping floors, vacuuming carpet and tidying up server stations.
- Provided exceptional service to high volume of daily customers.
- Cleared table and bussed dishes to allow for quick setups.
- Maintained accuracy while handling payments, giving change and printing receipts to customers.
- Stocked server areas with supplies before, during and after shifts.
- Completed final preparations of dishes and quickly delivered items to customers.
- Relayed orders and special requests to cooks.

**Law Firm Runner** | Gordan Mckernan Injury Attorneys - Baton Rouge, LA | 05/2019 - 03/2020

- Handled various errands for employees throughout the company.
- Organized files.
- Delivered important paperwork and office supplies to other locations.
- Restocked and organized the gift shop.

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## Education and Training

St. Joseph's Academy | Baton Rouge, LA | 05/2021

### High School Diploma

- 3.5 or higher GPA Recipient
- Service Hour award Recipient

- 3.74 GPA

The University of Alabama | Tuscaloosa, AL

**Master of Science:** Biology