

Christina Lamb

lamb.christina17@gmail.com |  |  022 529 5944 | North Dunedin, Dunedin 9016

Summary

Hardworking, self-motivated, and dependable 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.

Skills

|  |  |
| --- | --- |
| * Customer service * Attention to detail * Sales Techniques * Service prioritization * Relationship management | * Effective customer upselling * Activity coordination * Reliable and trustworthy * Work ethic * Collaboration |

Experience

|  |  |
| --- | --- |
| SALT | Dunedin  Waitress  *09/2021 - 03/2022*  HENRIETTA'S | Wanaka  Lead Waitress  *12/2020 - 01/2021* | * Prepared both alcoholic and non-alcoholic beverages as specified by patrons, consistently delivering to tables or bar without spillage. * Promoted desserts, appetizers, and specialty drinks to optimize sales. * Operated POS terminals to input orders, split bills and calculate totals. * Completed thorough and accurate opening and closing duties to facilitate smooth restaurant operations. * Dealt with customer issues for servers, consistently upholding professionalism and calmness to maintain customer satisfaction. * Trained new employees on service standards and menu items to improve onboarding processes. |

|  |  |
| --- | --- |
| DOCKSIDE | Wellington  Restaurant Waitress  *09/2020 - 11/2020* | * Satisfied customers by topping off drinks and anticipating condiments, napkins, and other needs. * Assisted customers in selecting appetizers, entrees and desserts and recommended alternative items for food allergies and gluten intolerances. * Performed walked throughs during service to monitor guest satisfaction and advise serving and bussing staff of specific guest needs. |

|  |  |
| --- | --- |
| WANAKA GOURMET KITCHEN | Wanaka  Restaurant Waitress  *10/2019 - 02/2020* | * Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales. * Circulated within assigned areas to assess and address customer needs, effectively prioritizing tasks during peak hours. * Explained menu options to guests, offered suggestions and took orders for food and beverages. * Greeted newly seated guests quickly and efficiently. |

|  |  |
| --- | --- |
| OCD CAFE | Wanaka  Cafe Worker  *01/2015 - 01/2019* | * Rang up orders on cash register efficiently, processing cash, credit card and personal check payments. * Assisted in baking cookies, cupcakes, cakes, loaves, and slices, as well as decorating them to appeal to customers * Prepared and served hot and cold beverages such as coffee, espresso drinks, blended coffees, and teas. * Greeted guests with pleasant smile and superior customer service. |

Education and Training

Otago Polytechnic | Dunedin

Bachelor of Applied Management majoring in Event Management

*Expected in 06/2023*

Victoria University | Wellington

Bachelor of Commerce and Arts in International Business & Education

*2020*

* Maintained an A- average
* Transferred education providers to Otago Polytechnic to continue in the field of commerce

Mount Aspiring College | Wanaka

High School

*11/2019*

Young Enterprise Scheme | Wellington

Entrepreneurs in Action

*06/2019*

* NZTE International Challenge Winner Scholarship Recipient
* MPI Challenge Winner Scholarship Recipient
* Participation in Entrepreneurs In Action Weekend Scholarship Recipient
* As the winners, myself alongside others traveled to Chile to learn about the Chilean market and their ways of doing business and the business relationships between NZ and Chile

Certifications

* Barista Certificate - 2019
* First Aid Course - 2017, 2019
* Full Driver’s License