



NATALIE NILES

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Summary

Dedicated and experienced hospitality professional with 10 years of experience in upscale casual restaurants, fine dining restaurants, lounge and upscale bar. Proven track record in providing exceptional customer service. Posses strong communication and interpersonal skills.

Hardworking professional 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.

High-energy professional skilled at welcoming guests, maintaining entrances and balancing server loads to optimize operations. Collaborative, hardworking and efficient at prioritizing and handling simultaneous tasks to promote positive dining experiences.

Skills

- Friendly customer service
- Teamwork
- Table resetting
- Daily specials memorization
- Multitasking and organization
- Point of sale operation
- Safe food handling
- Food and beverage pairings
- Customer service
- Tableside etiquette
- Interpersonal skill
- Upselling techniques
- Exceptional customer service

Experience

HYDE SUNSET KITCHEN & COCKTAILS

| Los Angeles, CA

Server/Bartender

04/2011 - 01/2025

- Took orders from customers accurately and in a timely manner.
- Delivered food orders promptly and courteously.
- Provided excellent customer service to ensure satisfaction.
- Prepared drinks according to standard recipes.
- Ensured that each guest was served courteously, quickly, and efficiently.

EMERSON THEATRE, GREYSTONE

SUNDAYS | Los Angeles, CA

Bartender/Server

01/2008 - 09/2011

- Prepared alcoholic and non-alcoholic beverages according to recipe standards.
- Performed opening and closing duties including restocking supplies.
- Managed cash drawer at the end of each shift ensuring accuracy of funds received.
- Adhered to state regulations regarding serving alcohol responsibly.
- Greeted customers and provided excellent customer service.
- Provided drink suggestions to customers based on their preferences.

TAO LAS VEGAS | Las Vegas, NV

Bartender/Server

01/2007 - 09/2007

- Performed opening and closing duties including restocking supplies.
- Monitored guests' alcohol consumption levels to prevent over-intoxication or underage drinking.
- Ensured proper sanitation of bar area, glassware, utensils, and equipment.
- Checked identification cards for proof of age prior to serving alcohol beverages.

- Managed cash drawer at the end of each shift ensuring accuracy of funds received.
- Greeted customers and provided excellent customer service.
- Processed payments accurately and efficiently with POS system.
- Mixed and served both alcoholic and non-alcoholic drinks for patrons by following standard recipes and procedures.

Education and Training

Purple Yoga | Fullerton

Certificate Completion 200 Hour Yoga Therapy

11/2019

Institute for Integrative Nutrition

12/2012

Studio Makeup Academy of Hollywood | Hollywood

12/2001

La Mirada High School | La Mirada

General Education

12/2000

Certifications

- Food Handler Certification
- SafeServ Certified
- First Aid/CPR
- Drivers License

Personal Information

Work Permit: Authorized to work in the US for any employer