

ORIANA ROMERO

BOTTLE GIRL- BARTENDER-SERVER



CONTACT

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- 📍 Costa Mesa, CA

SKILLS

- VIP Guest Experience
- Upselling & Bottle Service
- Menu & Cocktail Knowledge
- POS System Operation
- Food and Beverage Safety
- Attention to Detail
- High-Energy Communication
- Conflict Resolution
- Time Managment

EDUCATION

Orange Coast College | Costa Mesa, CA
Associate of Science in Business

LANGUAGES

English
Spanish

ABOUT ME

Nice to meet you!. I have over 6 years of experience working in the service industry. Charismatic and service-oriented, hospitality professional. I know how to work in fast-paced restaurants and service environments. Known for delivering exceptional guest experiences. upselling high-end menu items, and maintaining poise under pressure. Eager to bring energy, confidence, and top-tier service to a luxury nightclub or upscale dining venue.

WORK EXPERIENCE

VIP Host

Calo Kitchen + Tequila | Laguna Niguel, CA

2023 - 2025

- Provided elevated service to VIP clientele, ensuring a luxurious and personalized experience
- Welcomed and managed VIP guest with a focus n luxury service
- Assisted with bottle service and table setup. ensuring high-end presentation
- Build strong relationships with returning clients and upsell premium items

Host/ Waitress

2021 - 2023

Mil Jugos | Santa Ana, CA

- Greet customers warmly and promptly, offering menu and drink options.
- Take food and beverage orders accurately and relay them to the kitchen and bar staff.
- Serve food and drinks to customers in a timely manner, ensuring order accuracy.
- Provide recommendations and answer customer questions regarding menu items and specials.
- Follow food safety and sanitation guidelines when serving food and beverages.

Cashier

2018 - 2021

Tavos Cocina | Irvine, CA

- Greet customers and provide excellent customer service.
- Operate cash register and accurately process customer transactions, including cash, credit, and debit payments.
- Issue receipts, change, and refunds in a timely manner.
- Maintain a clean and organized cashier station, ensuring it is stocked with necessary supplies.
- Balance cash drawer at the beginning and end of each shift, ensuring accuracy.
- Handle customer inquiries, provide information on products or services, and resolve issues or complaints professionally.