

BRIANNA RIVERA

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WORKING EXPERIENCE

POUR BEHAVIOR

*SERVER * SOCIAL MEDIA MANAGER*

Mar 2025–Current
Houston, TX

- Delivered exceptional service in a high-volume, upscale restaurant, ensuring guest satisfaction through attentive, personalized service and extensive menu knowledge.
- Collaborated with front- and back-of-house teams to maintain seamless service flow, contributing to a consistent 5-star dining experience and repeat clientele.
- Developed and executed a content calendar aligned with marketing goals, promoting events, seasonal menus, and daily specials to drive customer engagement.
- Captured high-quality photos and videos of food, staff, and ambiance to reflect the brand's upscale image and attract new clientele.

PEACH TREE REVIVAL

RETAIL & SOCIAL MEDIA COORDINATOR

Aug 2024–Dec 2024
Miami, FL

- Handled sales transactions, returns, and inventory using POS systems with accuracy and efficiency.
- Took initiative in both front-of-house and digital marketing, managing day-to-day shop operations ensuring consistent brand presence online and in-store.

CASADONNA-GROOT HOSPITALITY

HOSTESS & SERVER

Sep 2023–Jun 2024
Miami, FL

- Skillfully managed high guest volumes during peak hours, ensuring efficient seating arrangements and minimal wait times while maintaining a positive dining experience.
- Delivered elevated service in a fast-paced, fine-dining restaurant to ensure guest satisfaction through attention to detail and menu expertise.

ONE K MIAMI

SERVER

April 2023–Sep 2023
Miami, FL

- Memorized menu items, ingredients, and preparation methods to accurately describe and recommend dishes to customers.
- Provided attentive service to anticipate and fulfill guests' needs throughout their dining experience.
- Managed a high-volume workload efficiently, handling up to 3 tables simultaneously during peak hours.

PLUCKERS

SERVER

June 2022–Mar 2023
San Marcos, TX

- Handled large groups and families with ease, offering menu recommendations and accommodating special requests.
- Built rapport with regulars and first-timers alike, contributing to a loyal customer base.
- Maintained a clean and welcoming dining environment with quick table turnover during peak hours.