

Goldi Riyahi Egger

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Passionate and experienced server looking to re-enter service industry. I'm looking for a strong team environment where we can blow guests away with a genuine experience of hospitality and warmth. I am sincerely invested in the guests' experience and can adapt to situations even under pressure. In the past, I successfully trained other servers and was given more responsibilities. I know how to upsell authentically, and have produced top sales in past roles. I am happy to answer any further questions about my application. Thank you so much for your time.

Employment

AUGUST 2021 - AUGUST 2024

DOJ-EOIR/Immigration Court, SOSi - *French Interpreter*

Providing accurate renditions and interpretations of speech during court proceedings from French-English and vice versa for the Department of Justice, Executive Office of immigration Review; acting as a conduit of communication for Judge, defendant, lawyers, and witnesses; appearing on-location in various US courts per assignment or virtually through Webex platform

APRIL 2017 - SEPTEMBER 2018 + ongoing catering

Mr. G's Bistro, Balboa Island — *Server*

Served patrons with food choice and beverages in a positive and friendly manner, provided information to help guests with food and beverage selections, presented food and beverages in a prompt and efficient manner, maintained dining ambiance with an enthusiastic attitude, prepared and closed down room for dining by clothing tables and setting decorations, condiments, candles, napkins, service plates, and utensils, maintained a replenished tables, ensuring adherence to sanitary guidelines, bussed and filled drinks and ensured happy customers at all times

AUGUST 2016 - AUGUST 2017

The Capital Grille, South Coast Plaza – *Server*

Provided exceptional service to guests in fine dining/upscale environment; participated in sales contests, succeeding in highest monthly sales; took excellent care of repeat guests and guests with dietary restrictions; learned about different aging methods and wine pairings; exceeded guest expectations in a philosophy of 'never saying no' to guests

MARCH 2013 - APRIL 2017

Anqi, South Coast Plaza — *Server*

Trained incoming new hires on food and beverage knowledge and service protocol; assisted with daily operations of restaurant comprised of 60+ personnel, servicing 300+ customers per day; achieved highest sales amongst 12 services for two consecutive months (\$20K+ in sales per month);

supported staff by acquiring tables with difficult customers to ensure satisfactory customer experience

SEPTEMBER 2017 - AUGUST 2019

University of Neuchâtel, Switzerland — *Research & Writing Assistant*

Provided writing assistance and coaching for university Linguistics department; worked closely with Head of Dept. for proofreading and data collection; transcribed for analysis from raw data using software; supported students in related projects e.g. phonetics, historical linguistics, and syntax

FEBRUARY 2012 - JULY 2013

TavernaBlu, Irvine — *Server/Assistant Manager*

Managed daily operations of restaurant; oversaw 20+ personnel whom serviced 200+ customers per day; led inventory management and vendor communications to ensure streamlined operations; built relationships with customers to ensure optimal service and increase sales and customer retention

SEPTEMBER 2008 - MARCH 2010

Extended Stay Hotel, Woodland Hills— *Front Desk Agent*

Provided concierge services for guests within a 300+ room hotel; facilitated financial transactions for hotel bookings and reservations; oversaw housekeeping personnel to ensure timely checkout, preparation, and superior guest satisfaction

SEPTEMBER 2006 - SEPTEMBER 2010

Ruby's Diner, Woodland Hills— *Server*

Served patrons with food and beverages in a positive and friendly manner; Provided information to help food and beverage selections. Presented ordered choices in a prompt and efficient manner; Maintained dining ambiance with an enthusiastic attitude.

Education

SEP 2017 - JULY 2019

UNIVERSITY OF NEUCHÂTEL, SWITZERLAND - MA LINGUISTICS AND COMMUNICATIONS

SEP 2014 - MAY 2016

CALIFORNIA STATE UNIVERSITY LONG BEACH- BA LINGUISTICS

References

- Giuseppe Accardi (310) 600-9309
- Edgar Fernandez (818) 404-8919
- Steve Ashworth (949) 554-8973