

Ethan Carver

SERVER / WAITER



EXPERIENCE

Waiter, The Randolph Hotel (Graduate Hotels), Oxford *Apr 2023 – Present*
Front-of-house waiter in a 140-cover fine dining restaurant at a landmark Oxford hotel.

- Serve **50-70 covers per shift** across lunch and dinner, managing a 6-table section with wine service
- Handle silver service for **private dining events** of up to 40 guests — college dinners, corporate entertaining, and wedding receptions
- Upsell wine and desserts — my section averages **£12 higher spend per head** than the restaurant average
- Trained **4 new waiters** on menu knowledge, POS system, and service standards

Waiter / Runner, Quod Restaurant & Bar, Oxford *Sep 2021 – Mar 2023*
Waiter at a popular all-day brasserie on the High Street, seating 180 covers across indoor and terrace areas.

- Worked in a fast-paced environment doing **250+ covers on Saturdays** — started as a runner and promoted to waiter within 3 months
- Managed a **10-table terrace section** during summer, dealing with a high turnover of walk-in tourists
- Memorised a menu of **35+ dishes and 60 wines** — passed the in-house product knowledge test on first attempt
- Handled customer complaints calmly — resolved a billing dispute that saved a **£2,400 private booking** from cancellation

Part-Time Waiter, The Eagle and Child, Oxford *Jun 2020 – Aug 2021*
Part-time waiting and bar work at a well-known Oxford pub while studying.

- Served food and drinks to **100+ customers per shift** across the pub and garden
- Handled cash and card payments — cashed up the till at closing with a float of **£300**
- Covered bar shifts during busy periods and learned to pull cask ales and pour wines correctly

CERTIFICATIONS

WSET Level 1 Award in Wines, Wine & Spirit Education Trust *Sep 2023*

CIEH Level 2 Award in Food Safety in Catering, Chartered Institute of Environmental Health *Nov 2020*

PROJECTS

Wine Upselling Programme – The Randolph Hotel *Jan 2024 – Jun 2024*
Worked with the sommelier to improve wine sales across the restaurant team.

- Created a **cheat sheet of 5 wine pairings** for each main course — shared with the team and pinned in the pass area
- Increased wine bottle sales by **18%** across the restaurant over 6 months after rollout

Private Dining Service – College Dinners *Sep 2023*
Regular silver service waiter for private college dinners hosted at The Randolph.

- Served **12 formal college dinners** in the last year — 5-course meals with paired wines for groups of 20-40 guests
- Received written commendation from the **Bursar of Balliol College** for service quality at their annual dinner

PROFILE

Waiter with four years of front-of-house experience in busy Oxford restaurants. Currently at The Randolph Hotel working in a 140-cover fine dining room, handling silver service for private events and à la carte. Good with people, quick on my feet, and comfortable upselling wine and specials. Consistently get positive guest feedback and have a knack for remembering regulars and their preferences.

EDUCATION

Level 2 Diploma in Food and Beverage Service
Oxford and Cherwell Valley College, Oxford
Sep 2019 – Jun 2020

SKILLS

- Fine Dining & Silver Service
- Wine Service & Upselling
- Customer Engagement
- POS Systems (Tevalis, Lightspeed)
- Table Management & Section Running
- Menu & Product Knowledge
- Cash & Card Handling
- Allergen Awareness
- Private Event Service
- Team Training & Onboarding

LANGUAGES

- English (native)
- French (basic)

REFERENCES

Natalie Cross

Restaurant Manager, The Randolph Hotel,
natalie.cross@graduatehotels.com, +44 7700 900 112

George Papadopoulos

General Manager, Quod Restaurant & Bar,
george.p@quod.co.uk, +44 7700 900 223

CONTACT

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EXTRA CURRICULAR ACTIVITY

Volunteer – Oxford Food Bank

Jan 2022

Help sort and distribute food parcels every other Saturday morning. Part of a team that serves around 200 families per week across East Oxford.

5-a-side Football – Oxford City Social League

Sep 2021

Play in a weekly 5-a-side league at Oxford Brookes sports centre. Our team finished runners-up in the spring 2025 season.