

Resume 850

OBJECTIVE

Highly motivated, well-organized, and results-driven professional to secure a position with your company utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Experience in providing uncompromising highest standards of customer service in restaurant and hospitality settings, assisting customers with their product/service requirements, requests, and selections, providing intelligent solutions/options customized to individual needs, negotiating pricing and terms, and resolving customer issues to their complete satisfaction
- Establishes rapport quickly with a diverse population, forging and developing strong, long-lasting business relationships
- Strong communications, analytical, math, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments ahead of critical deadlines
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

09/2023 – 12/2023

Team Member

Sullivan's, Niagara Falls, NY

- Assisted with daily operations of the ice cream shop, including opening and closing procedures.
- Managed inventory levels, restocked supplies, and placed orders for ingredients and packaging materials.
- Trained new employees on ice cream preparation techniques, customer service standards, and safety procedures.
- Assisted in scheduling and coordinating staff to ensure adequate coverage during peak hours.
- Handled customer inquiries, feedback, and complaints in a professional and courteous manner.

02/2023 – 09/2023

Carry Out Cafe

Tops Friendly Markets, Niagara Falls, NY

- Provided exceptional customer service by greeting and assisting customers with their orders.
- Prepared and served food and beverages according to established recipes and food safety guidelines.
- Operated cash register and handled cash transactions accurately.
- Maintained cleanliness and organization of the cafe area.
- Assisted with inventory management and restocking of supplies.

01/2023 – 02/2023

Lobby Attendant

Sheraton Hotel, Niagara Falls, NY

- Greeted guests upon arrival and assisted with check-in/check-out procedures.
- Maintained cleanliness and organization of the lobby area, including furniture arrangement and decor.
- Monitored lobby activity and promptly addressed any guest inquiries or concerns.
- Assisted guests with luggage and escorted them to their rooms as needed.
- Collaborated with other hotel staff to ensure a seamless guest experience.

08/2022 – 12/2022

Host / Busser

The Red Coach Inn, Niagara Falls, NY

- Managed guest seating by greeting customers, escorting them to their tables, and ensuring their needs were met.
- Assisted servers by bussing tables, refilling drinks, and providing additional support as needed.
- Maintained cleanliness and organization of the dining area, including clearing tables and resetting them for new guests.
- Addressed guest inquiries and concerns in a professional and courteous manner.
- Collaborated with team members to ensure smooth operations during peak hours.

05/2020 – 06/2022

Host / Busser

Fortuna's, Niagara Falls, NY

- Greeted guests upon arrival, managed the waitlist, and estimated wait times.
- Coordinated seating arrangements for dining guests, balancing server workloads and restaurant capacity.
- Managed reservations, including processing bookings, cancellations, and modifications.
- Communicated with servers and management to ensure smooth transitions between seatings.
- Assisted guests with inquiries, requests, and special accommodations, providing personalized service.
- Maintained cleanliness and organization of the host stand and waiting area.

EDUCATION

High School Diploma

Niagara Falls High School, Niagara Falls, NY