

Nellie

EXPERIENCE

Hawaii-Server/Hostess

June 2024 - November 2024

- Greeted guests
- Provided attentive customer service to all guests
- Maintained cleanliness and readiness of tables to minimize customer wait times
- Provided guests with the days specials before taking orders
- Communicated with kitchen staff to ensure a timely and clear plan
- Checked guests into the restaurant/ showed them to the desired table
- Made desired reservations for restaurants
- Answered phone calls about any restaurant questions
- Assisted training new servers, and sharing knowledge
- Planned the nightly seating arrangements, accommodating big groups into the system
- Worked 7 days/week for 6 months

—Server/Bartender/Beverage cart attendant

April 2022- November 2023

Started as a server for 3 months then got promoted to bartender/beverage cart attendant.

- Greeted customers, showed them to their tables
- Took food and beverage orders
- Made beverages
- Handled different liquors
- Restocked liquors/beer
- Sold shots/shooters
- Cleaned off tables
- Provide excellent customer service to to guests
- Communicated with bartenders and cooks about orders
- Handled cash and card transactions
- Drove bev cart

representative

June 2021 - November 2023.

- Answered phones
- Scheduled appointments
- Addressed questions for customers
- Counted drawer down, handled cash and card payments
- Data entry into company system

— Customer service

SKILLS

Customer service
Work well with others
Upbeat personality
Dependable
Conflict Resolution
Trainable
Ability to multitask
Strategic
Attention to detail
Decision making
Leadership
Organized
Active listening
Always clean

- Montello, WI — Assistant teacher

January 2023 - November 2023

- Checked children in and out
- Prepared children breakfast, lunch, and snacks
- Made sure kids were always in a safe space and always being kind to each other
- Built consistent schedules for the children
- Organized rafts for the children to put together

: -Madison wi

April 2023-June 2023

- Guided planes in and out
- Sorted baggage
- Unloaded and loaded planes
- Cleaned planes
- Did planes security search

-Montello, WI- Customer service

representative

April 2019-October 2021

- Checked campers in and out
- Took food orders
- Cook and prepare food
- Handled cash and card payments

EDUCATION

, Montello wi — High school diploma

- Volleyball captain
- Basketball captain
- Softball captain
- Completed ABC Bartending school