

# Nellie

## EXPERIENCE

### Cruise Lines

#### 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

#### - Montello, WI — 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

#### - Montello, WI — Customer service 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

## 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

**Agent-Madison wi**

April 2023-June 2023 -Guided planes in and out -Sorted baggage - Unloaded and loaded planes -Cleared 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**

**high school, Montello wi— High school diploma**

-Volleyball captain -Basketball captain -Softball captain -Completed

ABC Bartending school