

Harlow Hospitality

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PROFESSIONAL PROFILE

- Four years of experience working in the hospitality and customer service industry in Canada and England
- Friendly, able to assess needs and intervene when problems arise, building rapport and client relations
- Supervisory and assistant manager experience for three different employers; managed up to eight staff members per shift
- Excellent leadership skills: listen to opinions, provide constructive feedback, open communication and delegate work load evenly;
- Closely involved in the start-up and operations of a new restaurant: consulted on bar set up and floor design, manual labour, influence in hiring/staffing, training and day-to-day trouble shooting
- Microsoft Office Operating System: Word, Excel, Access, Power Point

HOSPITALITY EXPERIENCE

Front Desk Clerk

Summer 2020

Days Inn, Halifax, NS

- Greet guests and patrons as they arrive and ask if guests have a prior booking, manage the registration process and ask for identification and ensure that the provided credentials are accurate
- Coordinated room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early check-ins, special requests, and day use rooms
- Answered queries regarding the hotel's services, charges, dining facilities, sports facilities and travel directions
- Referred guests to appropriate departments to resolve complaints or provide suggestions as needed

Server/ Caterer

Summer 2019

Private Catering Company, Toronto, ON

- Set up and dismantled bar and food serving stations ensuring client specifications were met
- Served private parties in client's homes with up to 100 guests
- Bartended and served food for fine dining table service, cocktail and buffet style
- Worked with a team of 1 to 5 people, depending on size of event

Caterer/ Banquet Server

Summer 2019

The Butler Did It Catering Company, Toronto, ON

- Set up and dismantled bar and food serving stations ensuring client specifications were met
- Provided fine dining table service, banquet style and cocktail parties
- Worked in large teams catering both corporate and private parties for up to 500 clients

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Food and Beverage Server

Summer 2018

Bedford Ballroom, Toronto, ON

- Provided full table service in busy environment: serving up to 500 customers per shift
- Performed opening and closing duties: set up, cleaned, balanced float and ordered inventory
- Provided excellent customer service: friendly, assessed needs, provided suggestions, continually followed up with customers

Food and Beverage Server

Summer 2017

Maxwell Plum, Halifax, NS

- Provided full table service; sections of up to 20 tables in busy, high pace environment
- Provided excellent customer service: friendly, approachable and had numerous repeat customers
- Maintained and ordered payment of inventory
- Led groups and individuals through training processes: familiarized with POS systems, layout, rules and regulations, addressed questions and concerns

Food and Beverage Server

May 2015 – Sept. 2016

Maxwell's Restaurant, Oxford & London, England

- Provided full table service, opened and closed, balanced cash, provided customer service, bartended and performed employee training

Food and Beverage Server

April 2014 – May 2015

Banff Lifts Limited, Banff, AB

- Accepted payment of purchases in cafeteria, maintained stock in main cafeteria
- Attended Bar and unique and original created cocktails
- Provided full table service for large group tours, opened and closed and trained new staff

EDUCATION/TRAINING

Bachelor of Commerce; Small Business Entrepreneurship, Dalhousie University, Halifax, NS

Graduating 2021

CPR Life Saving Skills Course, Saint John's Ambulance

2019

Food and Beverage Responsible Service Course, Servers of Canada 2016

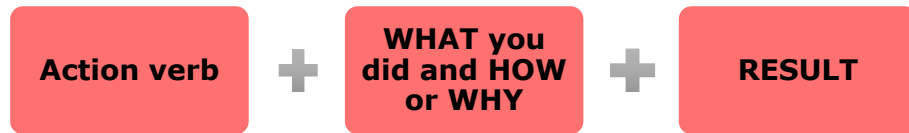


Action Statements

If you were face-to-face with an employer right now, what would you say? What skills and knowledge would you highlight? To capture your experiences and accomplishments on your résumé (and to stand out!) use **ACTION STATEMENTS**.

Tips:

- Quantify whenever possible, it adds perspective.
- Results are PROOF that you are effective.
- Avoid language such as “duties included” or “responsibilities were”; the employer wants to hear how and what **YOU** did
- Ask yourself, “What is the employer looking for in an ideal candidate?” and “How can I demonstrate that?”



Ineffective Action Statement	Effective Action Statement
<ul style="list-style-type: none"> Responsible for filling outside orders 	<ul style="list-style-type: none"> Processed corporate customer’s orders in excess of twenty thousand dollars while ensuring high customer satisfaction levels were maintained
<ul style="list-style-type: none"> Started a new program. 	<ul style="list-style-type: none"> Created and implemented a new youth mentoring program by assessing the needs of youth in the community through one-on-one interviews and focus groups which resulted in 80% participation of local high school students

Examples:

- Provided excellent customer service: assessed client’s needs, suggested products and always followed up.
- Performed study on agency effectiveness by interviewing staff and reviewing case court documents; recommended changes to manager were implemented.
- Collaborated with 12 peers to create and implement a recycling program: resulted in a reduction of paper consumption by 50%
- Resolved 25 client calls per day by responding to inquiries on various financial accounts resulting in improved client relations and decreased client complaints
- Researched and determined status of un-cashed checks and created a system to help track future unclaimed obligations which resulted in the initial savings of \$184,000 and \$20,000 annually
- Supervised and counselled 80 students on various issues from academic difficulties to peer pressure while observing strict confidentiality at all times
- Developed an application to replicate tables between databases providing the client with more power in function and flexibility throughout platforms using C and ESQL on a UNIX platform

ACTION VERBS			
Management skills	Communication Skills	Research Skills	Technical Skills
Administered Analyzed Assigned Attained Chaired Coordinated Delegated Developed Directed Evaluated Improved Increased Initiated Integrated Organized Oversaw Planned Prioritized Produced Recommended Reviewed Scheduled Supervised	Addressed Arbitrated Arranged Authored Collaborated Corresponded Developed Directed Drafted Edited Enlisted Formulated Influenced Interpreted Lectured Mediated Moderated Negotiated Persuaded Promoted Publicized Reconciled Recruited	Analyzed Clarified Collected Compared Conducted Critiqued Detected Determined Diagnosed Evaluated Examined Experimented Explored Extracted Formulated Gathered Inspected Interviewed Invented Investigated Located Measured Organized	Adapted Applied Assembled Built Calculated Computed Constructed Converted Debugged Designed Determined Developed Engineered Fabricated Fortified Installed Maintained Operated Overhauled Printed Programmed Rectified Regulated
Teaching/Helping Skills	Financial Skills	Creative Skills	Clerical Skills
Adapted Advised Assessed Clarified Coached Communicated Coordinated Counseled Demonstrated Educated Enabled Encouraged Evaluated Explained Facilitated Guided Informed Instructed Trained	Administered Adjusted Allocated Analyzed Appraised Assessed Audited Balanced Budgeted Calculated Computed Conserved Corrected Determined Developed Estimated Forecasted Managed	Acted Conceptualized Created Customized Designed Developed Directed Established Fashioned Founded Illustrated Initiated Integrated Introduced Invented Performed Planned Shaped	Approved Arranged Catalogued Classified Collected Compiled Dispatched Generated Implemented Inspected Monitored Operated Organized Prepared Processed Purchased Recorded Retrieved Screened