

ROBERT SMITH

Character Attendant

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Character Attendant with 6 years of experience in Providing outstanding customer service in a friendly and relaxed atmosphere, Providing exceptional hospitality in a corporate environment, Hosting events for company employees and customers alike, Answering questions about the brand, products and services from guests of all ages.

EXPERIENCE

Character Attendant

ABC Corporation - MAY 2010 - JANUARY 2011

- Maintained consistent appearance throughout the day; wear clean clothes/haircut, maintain professional appearance at all times.
- Performed administrative tasks such as scheduling interviews/appointments; answer phones; manage appointments/visits; organise events; assist with reservations.
- Worked at multiple locations within corporate offices.
- Attended various training sessions on various topics with guest speakers or attend seminars on topics such as safety policy, health policies, safety training etc.
- Prepared food for guests at banquets.
- Created strategy to streamline the Princess Room waiting time by approximately 20%, managing logistics of lines and increasing efficiencies.
- Facilitated replacement of character autograph book when young guest dropped her existing one into the castle moat, and exceeding her dreams by.

Character Attendant

Delta Corporation - 2007 - 2010

- Windows Communicating with all types of people from different backgrounds and cultures PEN TABLET Interacting with guests to determine specific .
- Responsible for the safety of the character and myself Maintaining character integrity Answering questions and helping guest with where to go to next .
- Ensured safety and integrity of character performers Took pictures for guests Worked as team with character and photo pass photographer Managed time .
- Preserved the Magic for Guests by maintaining Character integrity Facilitated interactions between our Characters and Guests, maintaining the safety .
- Providing world class Guest Service to the Guests and fellow Cast Members Ensuring the safety of my character Staying in character

while keeping .

- Float Driver Float Spotter Float Driver Trainer Float Spotter Trainer Character Captain Atmosphere/Parades Magic Kingdom Parade Performer Shows .
- Being friendly was a must and being able to communicate with guests who may not speak English was very important.

EDUCATION

- MS

SKILLS

Proficient in Microsoft Suit, Completed training in customer service methods, Technical Support.