

ROBERT SMITH

Jr. Guest Service Team Member

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SUMMARY

To obtain a Guest Service Team Member position within a progressive organization that will utilize work experience and give me the opportunity to excel in public relations.

CORE COMPETENCIES

Customer Service, Clerical, Team Work, Leadership, Management.

PROFESSIONAL EXPERIENCE

Jr. Guest Service Team Member

Target - November 2010 – 2020

Key Deliverables:

- Received payment by cash, check credit cards, vouchers, or automatic debits.
- Assisted customers by providing information and resolving their complaints.
- Established or identified prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Processed merchandise returns and exchanges.
- Answered customers questions, and provide information on procedures or policies.
- Maintained clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Assisted with duties in other areas of the store, such as monitoring fitting rooms or bagging and carrying out customers items.

Guest Service Team Member

Delta Corporation - 2009 – 2010

Key Deliverables:

- Resolve customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Handled a variety of customer concerns related to product quality, pricing and overall dissatisfaction Noted for offering the productive customer.
- Act as a leader to a team of 20+ customer service and cashier employees on a rotating schedule Maintain a clean and organized guest service workspace.
- Provided guest service to the guests of Target Prepared the stores shelves for product set up Oversaw three to five checkout lanes during supervisor.
- Target Guest Services Resolve guest concerns in a positive, helpful manner.
- Skills included problem resolution, public relations, maths and time management.
- Guest relations were the number one priority to ensure their perspective of Target was always favorable.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- Associate in Nursing - 2016(Keiser University - Melbourne, FL)