



# ALEXANDER SCOTT

Workplace Hospitality Associate

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## PROFESSIONAL SUMMARY

Dedicated hospitality professional with two years of experience in enhancing guest satisfaction and optimizing service delivery. Skilled in managing vendor relationships and catering logistics while fostering teamwork. Eager to contribute my expertise in creating welcoming environments and ensuring smooth operations for all guests.

## WORK EXPERIENCE

### Workplace Hospitality Associate

Maple Leaf Consulting

📅 Mar / 2024-Ongoing

📍 Toronto, ON

1. Facilitated daily food production for administrative professionals, ensuring high quality and timely service.
2. Managed checkout procedures, effectively resolving late and disputed charges to enhance guest experience.
3. Collaborated with vendors to maintain stock levels and ensure product quality for service delivery.
4. Proposed innovative service concepts to management, significantly increasing customer satisfaction.
5. Maintained accurate records of stock levels and temperature logs to comply with health standards.
6. Demonstrated extensive knowledge of food service techniques and guest engagement strategies.
7. Trained new staff on service protocols to ensure consistency and excellence in guest interactions.

### Hospitality Associate

Cactus Creek Solutions

📅 Mar / 2023-Mar / 2024

📍 Phoenix, AZ

1. Coordinated logistics for over 300 catering orders monthly, ensuring seamless service at executive meetings.
2. Developed strong relationships with clients and vendors to facilitate efficient communication and service delivery.
3. Led a team of 12 in providing exceptional customer service across multiple locations.
4. Conducted performance assessments and coaching to uphold service standards within the team.

## EDUCATION

### Associate of Science in Hospitality Management

Culinary Institute of America

📅 Mar / 2022 - Mar / 2023

📍 Phoenix, AZ

Studied principles of hospitality management, customer service, and event planning.

## SKILLS

Proactive Problem Solving



Positive Attitude



Inventory Management



Cleaning Standards



Menu Knowledge



## INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

## STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

## LANGUAGES



English



Mandarin



Japanese

## ACHIEVEMENTS

★ Improved guest satisfaction scores by 15% through enhanced service protocols.

★ Streamlined catering logistics, reducing service delays by 20%.