

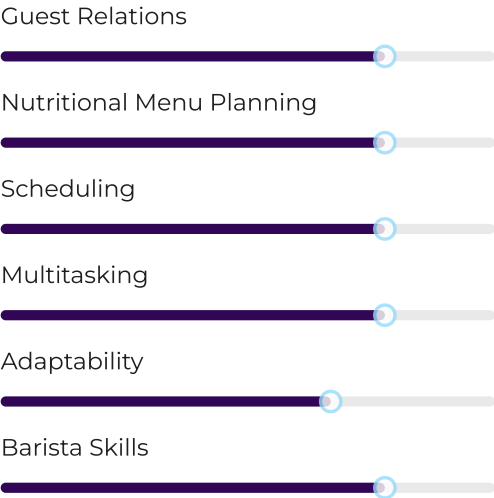


# CHARLOTTE HARRIS

Hospitality Assistant III

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📍 Los Angeles  
🌐 www.qwikresume.com

## 💡 SKILLS



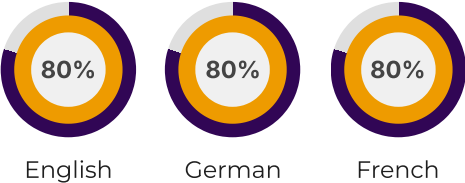
## 🎯 INTERESTS

🔧 DIY Projects    ✂️ Crafting  
🌀 Meditation    🏛️ History

## 👊 STRENGTHS

🌿 Humility    💡 Innovation  
👁️ Insightfulness    ✅ Integrity

## 🗣️ LANGUAGES



## 🌟 ACHIEVEMENTS

- Improved patient meal satisfaction scores by 15% through personalized service.
- Implemented a new dietary tracking system that increased accuracy in meal preparation.

## 👤 PROFESSIONAL SUMMARY

A highly skilled Hospitality Assistant with 7 years of experience in delivering outstanding service across various food service settings. Specializing in patient meal management, dietary compliance, and enhancing guest satisfaction through exceptional customer service. Passionate about improving operational efficiency while creating welcoming environments for all patrons.

## 👤 WORK EXPERIENCE

- Hospitality Assistant III**    📅 Mar / 2021-Ongoing  
WidgetWorks Inc.    📍 Denver, CO
- Facilitated effective communication among patients, families, and nursing staff to ensure appropriate meal service.
  - Coordinated staffing in the diet office to maintain high-quality service standards for all patients.
  - Reviewed and confirmed physician orders for specialized diets to ensure compliance with nutritional needs.
  - Assisted in stabilizing nutritional health for patients in varying conditions through tailored meal plans.
  - Utilized professional phone etiquette to manage patient inquiries and requests, enhancing the meal experience.
  - Communicated patient preferences to kitchen staff, ensuring timely and accurate meal service.
  - Enhanced patient satisfaction rates by over 10% through dedicated customer service initiatives.

- Hospitality Assistant**    📅 Mar / 2018-Mar / 2021  
Crescent Moon Design    📍 Portland, OR
- Supported food preparation and service, ensuring a clean and inviting dining atmosphere.
  - Welcomed patrons warmly, creating a positive first impression during their dining experience.
  - Assisted with event setup, including bartending and valet services during special occasions.
  - Guided patients through meal selections, ensuring their dietary preferences were met.
  - Assembled and delivered meal trays to patient care units, maintaining efficiency in service.
  - Provided clerical support to the Hospitality Service Office, enhancing operational workflow.

## 🎓 EDUCATION

**Bachelor of Science in Hospitality Management**    📅 Mar / 2015 - Mar / 2018  
University of Florida    📍 Seattle, WA

Studied hospitality principles with a focus on food service management and customer relations.