



EMMA JOHNSON

Hospitality Worker

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PROFESSIONAL SUMMARY

Harmonious combination of a detail-oriented, multi-tasking, organizing machine and poised, diplomatic professional. Define the commercial and management strategy of the establishment in line with profit targets, the quality charter and hygiene and safety norms.

WORK EXPERIENCE

Hospitality Worker

Maple Leaf Consulting

📅 Nov / 2018-Ongoing

📍 Toronto, ON

1. Prepared and served nutritious meals to senior citizens, ensuring adherence to dietary requirements, trained new personnel in meal preparation and food safety protocols, enhancing team performance.
2. Established strong relationships with senior citizens, fostering loyalty and trust, maintained cleanliness and sanitation in multiple dining and kitchen areas, exceeding health standards.
3. Coordinated activities for groups of up to 300 individuals, ensuring smooth operations across a large property.
4. Provided personalized assistance to campers, addressing their needs effectively rotated through various food and beverage service areas, gaining comprehensive operational experience.
5. Implemented eco-friendly practices within the hotel, contributing to a 25% reduction in waste and promoting sustainability initiatives.
6. Delivered exceptional customer service in a fast-paced environment, resulting in a 20% increase in customer satisfaction scores over six months.
7. Managed daily operations of the front desk, ensuring efficient check-in and check-out processes for over 100 guests daily.

Hospitality Worker

Cactus Creek Solutions

📅 Nov / 2014-Nov / 2018

📍 Phoenix, AZ

1. Provided side window service during breakfast hours, enhancing customer experience.
2. Coordinated with kitchen staff to ensure timely and accurate food service, contributing to a 15% reduction in order errors.
3. Resolved guest complaints promptly and effectively, leading to a 25% increase in positive online reviews and ratings.
4. Organized and executed special events and banquets, achieving a 40% increase in event bookings year-over-year.
5. Maintained cleanliness and organization of dining and common areas, contributing to a 15% improvement in health inspection scores.

EDUCATION

Associate of Applied Science in Culinary Arts

Culinary Institute of America

📅 Nov / 2011-Nov / 2014

📍 Portland, OR

Focused on food preparation, safety, and management principles.

SKILLS

Microsoft Office Suite

POS System

Food Safety Management

Customer Service Excellence

ACHIEVEMENTS

🌟 Recognized for exceptional service and dedication, leading to a 95% satisfaction rate among senior citizens.