

# OLIVIA SMITH

## Hospitality Worker

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### PROFESSIONAL SUMMARY

Hospitality Worker or Hospitality Manager is the person who manages and coordinates all the different departments in an establishment in the hospitality or restaurant sector.

### WORK EXPERIENCE

**Hospitality Worker** 📅 Nov / 2019-Ongoing  
**Blue Sky Innovations** 📍 Chicago, IL

- 1. Assisted in guest services and room cleaning, ensuring a superior customer experience, facilitated the onboarding and training of new staff, enhancing team performance.
- 2. Promoted to night server within two months due to exemplary customer service, coordinated catering setups and managed inventory control effectively.
- 3. Provided logistical support for events contracted by the Coca-Cola Company.
- 4. Demonstrated multitasking abilities while maintaining high service standards and addressing customer inquiries.
- 5. Engaged in community service initiatives, contributing over 200 hours to local programs.
- 6. Developed and maintained strong relationships with local vendors, resulting in better pricing and service for hotel supplies.
- 7. Assisted in the development of marketing strategies that increased hotel occupancy rates by 12% during off-peak seasons.

**Hospitality Worker** 📅 Nov / 2017-Nov / 2019  
**Lakeside Apparel Co** 📍 Chicago, IL

- 1. Greeted guests warmly, ensuring a welcoming atmosphere.
- 2. Anticipated and responded to guest needs promptly, delivering top-tier service.
- 3. Collaborated with team members to meet and exceed guest expectations.
- 4. Implemented guest service recovery strategies to resolve issues effectively.
- 5. Managed the setup and maintenance of the breakfast and evening social areas, adhering to health regulations.

### EDUCATION

**Bachelor of Science in Hospitality Management** 📅 Nov / 2015-Nov / 2017  
**University of Florida** 📍 Denver, CO

Focused on hospitality operations, customer service excellence, and event management.

### SKILLS



### ACHIEVEMENTS

- ★ Recognized for outstanding customer service with a 'Employee of the Month' award.
- ★ Successfully increased sales by 15% through exceptional service and upselling techniques.