



# EMMA JOHNSON

## Room Service Operator

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### PROFESSIONAL SUMMARY

Accomplished Room Service Operator with 7 years of experience in delivering superior dining experiences. Expert in managing food orders, ensuring timely deliveries, and maintaining high cleanliness standards. I consistently enhance guest satisfaction through attentive service and strong communication skills, creating memorable moments for every guest.

### WORK EXPERIENCE

**Room Service Operator** Jun / 2021-Ongoing  
WidgetWorks Inc. Denver, CO

- 1. Delivered exceptional guest service by managing room cleaning, laundry, and meal preparation.
- 2. Ensured rooms were fully stocked with necessary amenities, enhancing guest comfort.
- 3. Maintained high cleanliness standards by ensuring daily room cleaning and fresh linens.
- 4. Prepared and served meals using fresh ingredients, ensuring quality and taste.
- 5. Managed dietary requirements by preparing separate meals for guests as needed.
- 6. Executed timely meal service during breakfast and lunch, contributing to positive dining experiences.
- 7. Adhered to waste management guidelines for proper disposal of used plates and utensils.

**Room Service Operator** Jun / 2018-Jun / 2021  
Crescent Moon Design Portland, OR

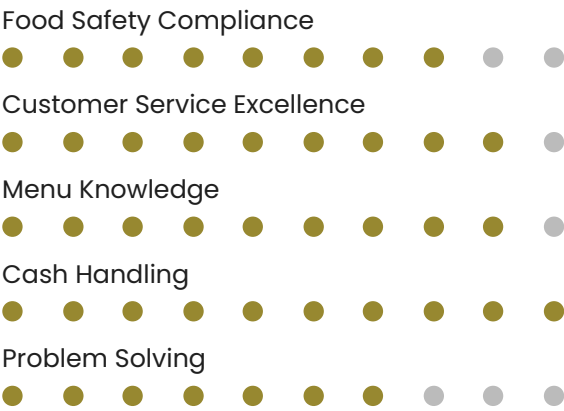
- 1. Managed incoming room service orders, ensuring accuracy and timely preparation and delivery.
- 2. Acted as primary contact for customer inquiries and complaints, providing effective resolutions.
- 3. Prepared and delivered meals to guests, maintaining high service standards.
- 4. Engaged actively with guests to ensure satisfaction and gather feedback.
- 5. Recorded orders promptly and accurately, enhancing order processing efficiency.
- 6. Coordinated with dietary staff to ensure adherence to prescribed meal plans.

### EDUCATION

**Associate of Science in Hospitality Management** Jun / 2015 - Jun / 2018  
Culinary Institute of America Denver, CO

Focused on hotel and restaurant management principles and practices.

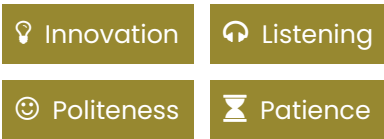
### SKILLS



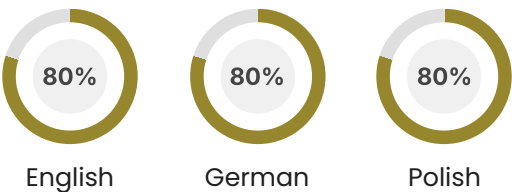
### INTERESTS

- ✈ Travel
- 🏠 Home Brewing
- 💻 Technology
- 📝 Blogging

### STRENGTHS



### LANGUAGES



### ACHIEVEMENTS

- ★ Increased guest satisfaction scores by 15% through exceptional service.
- ★ Streamlined food delivery processes, reducing delivery times by 20%.
- ★ Received 'Employee of the Month' award for outstanding service and dedication to guest satisfaction.