

Hospitality Experience and Your Resume

C O L L E G E O F C H A R L E S T O N C A R E E R C E N T E R

THINGS TO REMEMBER...

SAMPLE POSITION DESCRIPTIONS

Food/Beverage Pg 2

Retail/Cashier Pg 3

Hotel/Event Planning Pg 4

Customer Relations Pg 5

Self-Employed Pg 6

Other Pg 6

- ⌘ Yes, this job CAN be relevant and useful on your resume, but you have to work to make it that way!!
- ⌘ Think of the skills, knowledge, and abilities you used; do not just recall the daily tasks you performed.
- ⌘ Most hospitality jobs are in a team work environment - don't forget to mention the collaboration and communication skills you used and gained.
- ⌘ If applicable, use numbers to describe responsibilities and experiences. Example: Number of customers, dollar amount of inventory or sales, number of employees supervised, etc.
- ⌘ Were you promoted or recognized for your work? Did you assist in hiring or training new employees? These are examples of relevant milestones to mention.
- ⌘ You don't necessarily have to include EVERY previous position on your resume.



KEY WORDS / PHRASES

Customer Service
Reconciled
Marketed
Rapport
Formatted
Provided
Maintained
Co-coordinated

Fast-paced environment
Assisted
Cultivated
Trained
Team members
Customer satisfaction
Planned
Formatted

Communicated
Aided
Managed/Supervised
Generated new business
Collaborated
Delegated
Operated
Demonstrated

French Fry

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123 Food and Beverage Way, Charleston, SC

Servers' Assistant, Boathouse Restaurant, December 2006- June 2007

- ⌘ Worked effectively with restaurant team members ensuring customer satisfaction in a fast-paced environment
- ⌘ Trained new employees on responsibilities and general safety procedures
- ⌘ Assisted Executive Chef with expediting orders; selected to fulfill expediting duties in chef's absence
- ⌘ Effectively communicated with management, front and back of house staff, and customers, in order to ensure smooth operations

82 QUEEN

CHARLESTON, SC

HOST/SERVER

August 2008-Present

As ambassador of high-end nationally recognized restaurant, manage the flow of 11 dining rooms and ensure excellent customer service in greeting and retaining customers. Responsibilities include managing phone lines, control of seating chart, welcoming, serving and following up with customers and providing superb overall assistance in fast-paced environment.

Server, Daniel Island Grill, September 2006 - January 2009

- Assisted in creating a high-end dining environment and pleasurable experience for all restaurant guests
- Selected to train new employees on policies and procedures
- Provided excellent customer service in fast-paced work environment
- Managed and reconciled individual daily sales between cash and Point of Sale computer system

Hostess, Fish Restaurant [Charleston, SC]

July 2007–May 2008

- > Handled reservations and nightly seating charts
- > Worked in fast-paced, consumer interactive environment

Atlantic Restaurant, Sullivan's Island, SC

Cook and Cold Foods Preparer, May 2006- March 2008

- ❖ Performed under Master Chef for 8 months
- ❖ Prepared and plated food for daily dining hours
- ❖ Assisted in preparation for catering events of 50-100 guests
- ❖ Developed knife and safety skills

Starbucks, January 2007- present

Barista, Charleston, SC

- Improve customer service by creating a positive environment
- Organize and manage store and product orders
- Assist in training of new partners in policies and procedures

Cash Shear

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Charleston, SC 29424

Sales Associate (Handpicked)

May 2007 - January 2008

- Maintained relationships with existing customer base and established new clients
- Oversaw cash management and inventory control
- Maintained overall appearance and cleanliness of store

Victoria Secret

Mt Pleasant, SC

Sales Associate

January 2007- May 2008

- ◆ Maintained thousands of dollars of inventory daily, ensuring product quality and preventing internal and external shrink
- ◆ Independently initiated sales; achieving personal, team, and store goals
- ◆ Worked with head managers to implement visual merchandising plans
- ◆ Acted as customer service representative and worked with staff on customer service issues
- ◆ Performed person to person sales and successfully up sold high-end merchandise

Assistant Store Manager

Banana Republic

Retail Management

Charleston, SC March 2007- Present

- ♣ Format store layout and merchandising, design window displays in order to attract customers
- ♣ Co-coordinate a summer sale with promotions that augmented sales volume
- ♣ Synthesize large orders into the computer system which enabled customers to receive orders quickly and efficiently
- ♣ Develop customer relationships through interaction and feedback
- ♣ Train and supervise employees in computer system, daily operations, and project management

East Bay Deli

Charleston, SC

April 2007- Present

Store Clerk/Cashier

- Process cash and credit transactions via cash register
- Maintain overall appearance and cleanliness of store
- Provide excellent customer service in a fast and friendly manner
- Collect, count, and record income for the establishment
- Reconcile shifts and make deposits

Connie C. Erge

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1852 Event Planning Lane

Johns Island, SC 21553

Guest Service Agent, Kiawah island Resort, June 2008 –September 2008

- Assisted guests in check-in and check-out procedures, including rates and statement adjustments, room transfers, and orienting them to resort amenities
- Served guests by assisting with needs such as travel directions, dining reservations, activity opportunities, and resort/community information
- Communicated needs and coordinated efforts with maintenance, housekeeping, property management, and other areas of the resort staff
- Problem-solved customer related concerns

Sport Management Intern

Charleston Riverdogs

Summer 2008

- ✦ Planned, operated, and set up game day recreation activities to promote family atmosphere
- ✦ Provided ticket sales and assisted in customer service
- ✦ Recorded game day attendance and statistics
- ✦ Organized accounting operations, payroll, and bill paying on a bi-weekly basis
- ✦ Assisted in planning and operating children's summer camp

Charleston Food + Wine Festival, Charleston, SC

Event Planner, January 2008- Present

- ❖ Organize and collaborate with volunteers to plan venue layout, identify retail needs, and organize vendors
- ❖ Serve as a liaison between approximately 200 vendors and the staff of the festival
- ❖ Create and distribute all promotional materials- flyers, posters, commercials, and print advertisement
- ❖ Draft proposals and negotiate contracts for regional vendors
- ❖ Organize and oversee set-up of high-end corporate events and festivals

Hal Ping Hand

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Gold's Gym, James Island, SC

Front desk employee, March 2006 - May 2008

- Generated new business and cultivated existing accounts through quality customer service and individual/group presentations
- Processed new member paperwork
- Scheduled member appointments for club programs and services
- Checked in club members and answered program questions
- Collected membership dues and sold merchandise

College of Charleston Calling Center, Charleston, SC

Student Call Representative, May 2006 - May 2008

- ✦ Built rapport with College of Charleston Alumni and Parents
- ✦ Used marketing and sales skills to raise over \$4700 for the College of Charleston

Charleston Tours, Inc.,

Charleston, SC

Tour Coordinator and Tour Guide

May 2008- Present

- ✓ Organize tours and schedules for tour guides, coordinating the changing needs and demands of the tourism business
- ✓ Oversee the training of tour guides an implementation of city policies
- ✓ Collect revenue, process daily sales, calculate and distribute payroll

Everlasting Tan Club

Charleston, SC

April 2007- May 2009

Sales Manager/ Sales Associate

- Maintained customer satisfaction through strong interpersonal communication skills
- Organized daily and weekly sales reports to keep updated information for bookkeeping purposes
- Drafted weekly employee schedules and resolved scheduling conflicts
- Assisted customers with contracts, updating information, sale of products, and use of equipment

Customer Relations, Charleston Marina, May 2008- present

- ❖ Develop relationships with members and clients traveling through the Marina
- ❖ Assist transient slip-holders with background information about Charleston and attractions in the area
- ❖ Enter client information in a computer database upon arrival

Indie Pendent

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Website Designer, Self-employed March 2008- Present

- ✦ Design website to the specification of clients using JAVA, HTML, and XML
- ✦ Wrote own code to perform various functions
- ✦ Produce websites for locally owned businesses and community members with personal websites

Child Care Provider, May 2008- Present

The Williams and Walters families

- Coordinate transportation schedule for household of 6
- Create safe, educational, and entertaining after-school activities for 3 children ages 2-10
- Prepare meals and assist with household cleaning and errands

Tutor, College of Charleston English Department, April 2007– Present

- ◆ Teach students basic writing techniques and strategies
- ◆ Manage the writing skills center during daily hours
- ◆ Assist students in social and personal development regarding their adjustment to college life