

Professional Summary

Friendly Service Advocate with extensive customer follow-up experience and ability to reach mutually satisfactory resolutions. Committed to improving customer satisfaction by constantly pursuing new ways to improve customer service. Adept at troubleshooting problems with customers professionally and emphatically. Flexible Service Advocate with talents in building customer loyalty by finding effective solutions for customer needs. Outstanding follow-up abilities and a two year background in customer service. Ambitious and hardworking with the ability to work independently with minimal supervision. Communicative Service Advocate with the belief that the customer is always right. Committed to ensuring each customer has a pleasant experience and is satisfied with the products and services that were paid for. Courteous and warm with exceptional personal and customer service talents. Demonstrated ability to learn quickly and effectively apply new knowledge and skills. Enthusiastic guest/service advocate eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of communication skills and problem solving and training in point-of-sales software. Motivated to learn, grow and excel in customer service.

Skills

- Complex problem-solving
 - Social perceptiveness
 - Customer service background
 - Community-based resources
 - Schedule Coordination
 - Supervisory experience
 - Assignment management
 - Reasoning ability
 - Organization and Time management
 - Report preparation
 - Customer assistance
 - Stocking and Replenishing
 - Point of Sale Knowledge
 - Bagging and Packaging
 - Merchandise Restocking
 - Product and Service Sales
 - ID Verification
 - Refund Handling
 - Maintaining Store Appearance
- Product Restocking
 - Retail Merchandising
 - Currency Sorting
 - Sales expertise
 - Customer Relations
 - Cleaning and sanitizing
 - Safe verifications
 - Purchase assistance
 - Payment processing
 - Refunds and exchanges
 - Guest inquiries
 - Basic math skills
 - Written and verbal communication
 - Coaching and mentoring
 - Product knowledge
 - Staff Training
 - Point-of-sale system operation
 - Money handling

Work History

Guest/Service Advocate, 07/2020 to Current

Clubcorp Club Operations, Inc. – Brighton, MI

- Greeted each customer and solved all issues and complaints via face-to-face, through email or on phone.
- Analyzed customers' issues and complaints and initiated corrective actions.
- Performed follow-up services for dissatisfied customers.
- Managed required paperwork to help individuals sign up for red card services.
- Worked effectively with fellow team members to coordinate effective solutions to any question or concern.
- Restocked, arranged and organized merchandise in front lanes to drive product sales.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Requested official identification for nicotine and alcohol purchases and verified details, consistently meeting strict legal standards.
- Answered questions about store policies and concerns to support positive customer experiences.
- Checked prices for customers and processed items sold by scanning barcodes.
- Checked identification for proof-of-age and refusing alcohol and tobacco sales to underage customers.
- Assisted customers by answering questions and fulfilling requests.
- Maintained current knowledge of store promotions and highlighted sales to customers.
- Monitored self-checkout systems and provided assistance or intervention where required.
- Processed POS transactions, including checks, cash and credit purchases or refunds.

Hostess, 01/2019 to 07/2020

Great Wolf Lodge – Minisink Hills, PA

- Supported servers, food runners and bussers with keeping dining area ready for every guest.
- Cultivated positive guest relations by managing information and orchestrating speedy seating.
- Took reservations by phone and walk-in, keeping scheduling demands and kitchen output in time to avoid overbooking.
- Managed in-person and telephone guest inquiries, customer service requests and reservation bookings using [Software].
- Governed dining area with natural leadership talents and organizational strategies focused on balancing guest and business needs.
- Used [Software] to accurately and efficiently verify restaurant receipts and complete end-of-day paperwork.
- Monitored front entrance for new guests while assisting servers by taking and delivering drink orders.
- Collected information from arriving customers to seat groups or place them on waitlist.
- Maintained customer satisfaction and increased drink sales by directing customers to bar area while waiting for tables.
- Informed servers of newly seated parties for speedy service.
- Took information about guests' party size, led to seating, offered menus and [Action].
- Monitored dining room and guest flow to maximize table usage and minimize wait times by [Number]%.
- Maintained highly loyal clientele by delivering unparalleled service at every stage of restaurant dining experience.
- Collected credit card, cash and gift certificate payments and dispensed change for cash transactions.
- Documented reservations and communicated changes to guests using [Software].
- Took reservations and to-go orders by phone, answered customer questions and informed of accurate wait times.
- Answered customer questions about hours, seating and [Type] information.
- Supervised server balance and monitored table turnover to accurately seat customers and keep customers happy.
- Collaborated with kitchen and wait staffs to accurately inform groups of wait times for tables and food.
- Assessed [Number] square-foot restaurant and lounge according to state and federal cleanliness standards.
- Conducted [Timeframe] dining room and server checks to assess readiness for expected customer loads.
- Watched dining area staff to evaluate server loads and calculate accurate wait times.
- Planned and executed [Number]-guest parties by organizing menus, spaces and special requests.
- Recorded available tables after seating each party using [System].
- Documented reservations, alerted servers and managers of large groups and prepared seating.
- Assisted in preparing dining room for special upcoming functions, including decorating and generating and printing out special group menus using [Software].
- Worked closely with servers to efficiently set up new tables, monitor food and kitchen availability and maintain customer satisfaction.
- Monitored seating area and checked restrooms every [Timeframe] to keep spotless.
- Stayed in open communication with kitchen team to assess cooking times, avoid worker overload and minimize customer dissatisfaction.
- Assisted FOH and BOH staff with preparing for events, coordinating smooth execution to maximize guest satisfaction.
- Helped [Job title] by taking drink orders, [Task] and [Task].

Fun Zone Attendant, 01/2019 to 07/2020

Holiday Inn Express Hotel Suites – City, STATE

- Maximized customer service and satisfaction by providing directions to visitors regarding requested locations, events and landmarks.
- Resolved guest issues by identifying source of complaint and formulating corrective action with supervisor.
- Oversaw maintenance and operation of [Type], [Type] and [Type] equipment, maintaining safety, cleanliness and operational efficiency.
- Issued tickets to customers and collected payment and fees for desired services.
- Educated customers on promotions to enhance sales.
- Displayed merchandise by arranging in appealing and orderly way to boost sales.
- Trained new associates on cash register operations including opening, conducting customer transactions and balancing drawer.

Waterpark Attendant, 01/2019 to 07/2020

Holiday Inn Express Hotel Suites – City, STATE

- Engaged safety devices and monitored attraction during operation to reduce safety risks.
- Latched safety gate after guests entered and exited to avoid unauthorized access to attraction area.
- Followed posted height and age restrictions and denied access to attraction for guests under minimum requirements.
- Resolved guest issues by identifying source of complaint and formulating corrective action with supervisor.
- Operated slides according to written guidelines to reduce injuries.
- Delivered information to visitors, including details of interest about facility, rules, policies and promotional events.

Education

High School Diploma: 05/2022

Spectrum High School - Elk River, MN