

BENJAMIN YOUMANS

CONTACT

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SKILLS

- Ability to work independently or with a team
- Efficient verbal and written communication
- Critical problem solving
- Extensive guest service and conflict resolution experience
- Adaptable to rapidly changing teams and work environments
- Strong time management and organizational abilities
- Confidence with Microsoft Office suite and computer programs

EDUCATION

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT

UNIVERSITY OF CENTRAL FLORIDA
Graduated May 2016

WORK EXPERIENCE

UNIVERSAL ORLANDO RESORT

ENTERTAINMENT ESCORT

- Maintain open communication with team and guests to create optimal character meeting experiences
- Monitor performers and guests to ensure safety of all during parade
- Coordinate with technical staff and performers to maintain daily schedule
- Assist performers with costumes and preparing for set
- Opening team for new Holiday Parade in 2017

SCARE ACTOR

- Performer for Halloween Horror Nights
- Responsible for maintaining personal costume and props nightly
- Manage time to be prepared for each set
- Uphold performance standards to protect guest safety and show quality at all times

THE SHORES RESORT AND SPA

FOOD RUNNER

- Responsible for delivering orders efficiently
- Ensure proper garnishes and sides plated with each order and monitor order accuracy
- Bus and sanitize tables after each guest
- Restock bar and general restaurant supplies

KENNEDY SPACE CENTER VISITOR COMPLEX

SPECIAL EVENTS INTERN

- Supported special events team in planning and execution of events
- Coordinated interdepartmentally to organize events
- Scheduled variety of events including rocket launches and business lunches