

CELESTE BLAHOSKI

PROFESSIONAL SUMMARY

Strong experience in the hospitality industry, with a focus on keeping customers happy and operations running smoothly. Skilled at answering questions, solving problems, and making sure everything runs without a hitch within day-to-day. I take pride in maintaining a clean environment, which has helped bring in repeat customers and positive feedback. Proficient in Excel, Microsoft Office, and Word, and I'm always ready to tackle challenges with a practical, solution-oriented approach. People know me for being reliable, detail-oriented, and passionate about delivering great service, even in fast-paced settings.

SKILLS

- Excellent customer service
- Cleanliness and hygiene
- Problem-Solving
- Microsoft Outlook, Word, and Excel
- Dependable and Responsible
- Reliability and punctuality
- Teamwork and Collaboration
- Effective multi-tasking
- Website Development
- Calm Under Pressure

WORK HISTORY

JUNIOR SANDWICH ARTIST 10/2023 to Current Subway, Duluth, MN

- Maintained consistency in ingredient portioning per company guidelines, reducing waste without compromising product quality.
- Maintained a clean and organized workspace for improved productivity and food safety.
- Managed cash transactions accurately, ensuring proper handling of money and maintaining a balanced register.
- Contributed to a welcoming atmosphere by greeting customers upon entry and engaging in friendly conversation while preparing their order. Excellent customer service resulted in repeated customers.
- Displayed strong multitasking skills by managing multiple orders simultaneously without sacrificing quality or efficiency.
- Demonstrated adaptability by quickly learning new processes or procedures when company initiatives were introduced or updated.

HOUSEKEEPING SUPERVISOR 05/2022 to 06/2023 Hilton, Rochester MN

- Communicated repair needs to maintenance staff.
- Ensured timely completion of daily tasks, leading to an increase in positive guest feedback regarding room cleanliness.
- Investigated guest complaints and resolved issues to increase customer satisfaction and establish trust.
- Collaborated with front desk staff to address guest concerns promptly, promoting an atmosphere of exceptional customer service.
- Maintained a high level of quality control through regular inspections, resulting in consistent adherence to hotel standards.

HOUSEKEEPING ROOM ATTENDANT 09/2018 to 05/2022 Hilton, Rochester, MN

- Enhanced guest satisfaction by maintaining clean and well-stocked rooms in a timely manner.
- Used chemicals by following safety protocols and procedures to avoid burns and injuries.
- Provided exceptional customer service when interacting with guests during their stay, creating a positive impression of the hotel's commitment towards excellence.
- Maintained a professional demeanor and appearance, following hotel policies regarding uniform and grooming standards.
- Assisted colleagues during peak periods or staff shortages, promoting teamwork within the department.

EDUCATION

University Of Minnesota, Duluth, MN
No Degree, Accounting, Expected in 05/2027

Train A Child Center, Kasson, MN
High School Diploma, 05/2021