**📋 Soft Skills Example 2: Project Management**

**Title**: Coordinating Team Responsibilities During a Holiday Rush at Saracen Casino

**Overview**:  
During the winter holiday season at Saracen Casino, guest traffic increased significantly, and staff coverage became a challenge. I was asked by my manager to help coordinate team responsibilities to ensure all casino areas remained fully staffed and operational during peak hours.

**My Role and Actions**:

* Created a rotating schedule that allowed team members to take staggered breaks without impacting customer service
* Collaborated with other departments to shift support staff to high-traffic areas as needed
* Kept track of shift changes and assisted in cross-training staff to step into secondary roles
* Acted as the point of contact between my team and management to relay updates and resolve issues quickly

**Outcome**:  
Our team maintained high service quality during one of the busiest times of the year, with minimal delays and no formal complaints. My supervisor acknowledged my leadership and problem-solving initiative in our team debrief.

**Skills Demonstrated**:

* Time management
* Staff coordination
* Communication
* Leadership under pressure
* Adaptability