

Sarah Naas

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PROFESSIONAL EXPERIENCE

Big groups manager & front desk supervisor - Green Tortoise Hostel - San Francisco

9/18 - Present

- Check guests in and out of the hostel with accuracy and personality.
- Professionally represent the hostel to potential guests over the phone.
- Responsibly handle money and log transactions throughout shift.
- Maintain attention to detail while multitasking.
- Managing all bookings of 5 people or more. Taking prepayment and ensuring a smooth check in.
- Managing the front desk workflow and the reservation grid strategically.
- Training new employees.
- Making sure all issues from the previous day are resolved and assisting staff with any difficult situations that may arise.

Server - Austin's Bar and Grill - Olathe, Kansas

- Created a welcoming environment for guests.
- Took food and drink orders and checked the quality of all food coming out of the kitchen.

Server, Host, Busser, Runner - The Moose - Paris, France 11/16-5/17

- Welcomed and seated guests strategically to minimize waiting times.
- Took orders with enthusiasm and attention to detail.
- Served guests their meals and cleared the tables to prepare for new guests.

Store Manager, Server - Coco Boheme - Aix-en-Provence, France 9/14-9/15

- Key holder, given the responsibility of opening and closing the store.
- Managed inventory.
- Served as hostess, food prep and server to create a holistic experience.
- Facilitated the organisation of weekly musical and linguistic events.

EDUCATION

Coding Bootcamp, UC Berkeley Extension, 9/19-present

LANGUAGE PROFICIENCY

Fluent in English, French, Dutch
Basic Italian and German

REFERENCES

Hannah Moench, Manager at Green Tortoise Hostel, 925.639.8787
Jo Gotthardt, Manager at Green Tortoise Hostel, 415.418.4419