**Haley Parker**

316-558-0766, [parker.haley94@gmail.com](mailto:parker.haley94@gmail.com)

**Experience**

**August 2018 – Present: Server, Tanner’s Bar and Grill –** Organized and friendly server at a 200+ guest capacity restaurant and bar. Provided attentive, professional service to all guests in a fast-paced environment.

* Able to efficiently and accurately manage assigned tables, often during busy shifts with high table turnover, while maintaining sequence of service and food handling best practices.
* Worked collaboratively with all kitchen, waitstaff, and bar team members to ensure all service standards and customer needs are met quickly and appropriately.
* Proficiency in two different POS systems used to input orders, swipe credit cards, and enter cash totals.
* Often praised by kitchen and bar staff for clearly communicating orders and special requests, minimizing send-backs and order delays.
* Earned a reputation with coworkers as the go-to person to help with difficult and hard to please guests.

**May 2017 – July 2018: Front Desk, Night Auditor, Baymont Inn** – Friendly and professional front desk receptionist for a 100+ room, high-volume hotel. Front desk duties included managing registration for all rooms, 75% of which were permanently held by a single company and averaged a daily turnaround time of 14-16 hours.

* Ability to work under pressure in a high-stress environment to manage and resolve guest issues or complaints with a positive and professional attitude.
* Required to learn and use multiple reservation systems for different guest types, handling room assignments, and processing hotel documents.
* Collected and verified all guest identification and payment information with strict adherence to proper procedure to ensure sensitive guest information such as personal identification and credit card data was protected.
* Set up, stocked, and restocked continental breakfast items such as food, drinks, and other supplies in a clean and organized manner while closely following company standards at all times to meet food safety guidelines.
* Conduct night audit procedures in a timely and accurate manner while maintaining a consistent front desk presence.
* Responsible for directing guest transportation to and from the hotel via company-owned shuttle.
* Volunteered to cross-train in housekeeping and laundry duties to help out when short staffed.
* Trained new associates on all front desk duties.

**August 2016 – May 2017: Housekeeper and Caregiver, Help at Home, LLC** – Provided in-home, non-medical assistance with activities related to everyday life to the elderly and impaired.

* Worked with patients from a wide range of backgrounds, all with varying needs and requirements.
* Provided each patient individualized care while showing professionalism, respect, and compassion.
* Observed and noted any sudden changes in the client's mental, physical, or emotional condition as well as their home situation, and maintained records of patient care, condition, progress, and problems. Reported regularly to home health nurse and case manager to discuss these observations on the patient's condition.
* As a Missouri licensed Level 1 Medication Aid, helped with administering prescribed medications under the written direction of physician or as directed by home care nurse.
* Assisted patient with activities of daily living: meal planning and preparation, grocery shopping , clearing, eating, dressing, grooming, and bathing, as well as help moving in and out of beds, baths, wheelchairs, or automobiles.
* Closely followed company guidelines and training to protect the patient's privacy and maintain HIPPA compliance.

**Skills**

* Excellent customer service skills along with a friendly and professional demeanor at all times.
* High level of computer literacy and the ability to quickly understand and operate new and different software applications. Proficient with the Microsoft Office suite of tools (Word, Excel, PowerPoint, and Outlook).
* Always maintain a clean and organized work space.
* CPR and First Aid certified, Missouri licensed Level 1 Medication Aid, and Trained in Crisis Prevention and Intervention (CPI).

**Education**

Butler County Community College, 2016

Graduate, Andover Central High School, 2013