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| Salena Spada |

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# Qualifications Summary

**Highly personable Food & Beverage/Hospitality Professional as well as experience in customer care service.**

* Five-Star Dining trained including French service.
* Abundant modern food and wine knowledge.
* Talent for identifying customer needs & presenting appropriate company product & service offerings.
* Demonstrate ability to gain customer trust; leading to increased repeat/referral business.
* Expertise in resolving escalated customer service issues.
* Proficient with multiple modern POS Systems as well as Open Table and all Microsoft operating systems.

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| Professional Experience (concurrent with college studies) |

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| **Damon’s tavern**  **West Hartford, CT**  **Head Hostess**  Hartford Magazine’s “Best Sports Bar”, Damon’s Tavern is an upbeat bar to get together and watch your favorite sports team play. Duties include weekly scheduling, faxing/copying, managing Open Table/Micros/Microsoft office, takeout orders, answering phones, confirming/making reservations, heading up all event/party planning.  **David Burke Prime**  **Foxwoods Casino, CT** | **2011 to Present**  **2009 to 2011** |
| **Head Hostess** |  |

AAA Five-Diamond Award winning restaurant. The newest steakhouse developed by celebrity Chef David Burke. Specializing in dry-aged beef as well as fresh lobsters and raw bar seafood. Located inside of Foxwoods Casino. Duties include weekly scheduling, managing Open Table as well as all restaurant/casino reservation systems, creating and distributing daily/nightly recap sheets, providing customer service to a high end/VIP clientele.

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| |  |  | | --- | --- | | **Re\max Mountain places 2007 to 2009**  **Boone, North Carolina**  **Office Manager**  Managed all aspects of office and support staff in large North Carolina real-estate firm. Duties included  all bookkeeping, accounts payable/receivable, website management, ad writing, filing of all forms/  paperwork as well as preparing all power point/excel presentations for Broker/Owner. General customer service  and answering phones was also part of my daily routine. | **2008 to 2009** | |  |
| |  | | --- | | Education | |  |

**∞ Three Rivers CC (2010 to Present)**

**∞ Norwich Free Academy (2009)**

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