

# Professional Experience

## Restaurant Manager

Bumblebee Cafe, Chapel Hill, NC | August 2018 - Present

- Oversee day-to-day restaurant operations, including managing servers and kitchen staff to ensure quality and efficiency
- Make server and kitchen staff schedules and maintain station assignments and floor plans as well as assigning side work and verifying completion before cash out
- Handle customer complaints, including identifying the source of issues and providing support to mitigate negative circumstances
- Manage food and equipment inventory, tracking usage trends, pricing products and placing biweekly orders to keep the restaurant stocked and running smoothly

## Front Desk Manager

Hilton Hotels, Chapel Hill, NC | May 2012 - June 2018

- Oversee front desk staff, including supervising check-in and check-out processes as well as greeting customers, providing requested services and managing complaints to ensure a pleasant stay
- Maintain guest service standards and manage cleaning schedules
- Provide refresher training to staff members to make sure all hotel staff are knowledgeable about products, services, opportunities, discounts and area attractions
- Manage costs associated with desk staff and complete audit procedures as needed
- Monitor satisfaction trends and provide areas of concern to management when red flags arise

# Education

## Bachelor of Science, Nursing

University of North Carolina, Chapel Hill, NC | August 2015 - December 2019

Agatha  
Doe

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Experienced customer service expert and recent BSN graduate working toward a high-energy and dynamic nursing position in intensive care or emergency room nursing. More than 8 years of customer service expertise, including retail and hospitality positions, that has culminated in a passion for making a difference for those in need.

## Key Skills

- Customer service skills
- Excellent communication skills
- Management **abilities**
- Attention to detail