

# Gerson Mancilla

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## Skills

Proficient in Microsoft Suites	Excellent verbal and written communication skills
Excellent attention to detail	Able to multitask
Exceptional Customer Service Skills	Proficient in OPERA PMS operating system

## Experience

July 2003 - PRESENT

### **OMNI Hotel, San Francisco, CA - IRD Order Taker**

- Receive room orders and enter in MICROS operating system
- Review guest orders for accuracy
- Assure prompt delivery of amenities and orders to guest rooms.
- Processed Cash and Credit card payments
- Prepared team schedule to assure coverage throughout the week
- Maintain Cleanliness and Sanitation protocols.

## Education

2003

### **Independence High School, San Francisco, CA - Highschool Diploma**

## Language

Spanish - Verbal proficiency