

EDMELYN HAZLEWOOD

Honolulu, HI 96815

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Professional Summary

To succeed in an environment of growth and excellence, while earning a job that provides me with satisfaction and self-development and helps me achieve personal as well as organizational goals. Known for being hardworking, honest and reliable. I thrive both independently and in collaborative settings.

Work Experience

Customer Service Reservation Agent

Hawaiian Parasail-Hawaii

October 2024 to Present

Customer Service

- Greeting customer
- Managing reservations
- Preparing for tours
- Handling inquiries both in person and over the phone

Managing Inventory

- Tracking and restocking tour-related supplies

Administrative Tasks

- Preparing Daily Reports
- Managing Office Supplies
- Filing and Record Keeping
- Handling Payments and Transactions

Supervising Staff

Resolving Customer Issues

Promoting Tours

Hotel-Food & Beverage Operational Assistant

Media Rotana-Captain) Al Barsha Heights,Dubai UAE

February 2017 to June 2024

Duties:

- Perform all necessary tasks to service Food & Beverage according to the standard of performance manual of the Hotel.
- Acquire in depth knowledge of the Food & Beverage menu assigned Outlet in order to assist and provide advice to Guest.
- Practice good customer relations and attend to customer complaints and queries satisfactorily.
- Ensure the outlet is set up for service and supervise for a smooth operation
- Direct and supervise the service team to ensure that all duties are performed as per standards.
- Ensure that all employees have received adequate trainings to perform their duties,

- Ensure proper organization , planning, and control of supplies and maintain a concise record of all beverage stock in order to ensure that the required is available.
- Ensure minimum wastage ,breakage ,and spoilage.
- Actively use up-selling techniques by exceeding guest expectations and increasing revenue.
- Operate in a safe and environmentally friendly way to protect guest and employee's health and safety ,as well as protect and conserve the environment.
- Comply with the hotel's environmental, health and safety policies and procedures.

Food & Beverage Waitress(Barista) & Cashier

Media Rotana Hotel-Food-AI Barsha Heights

January 2015 to February 2017

Duties:

- Taking the guest orders ,processing payment and delivering foods and beverage make and serve specialty beverage and food.
- Speak and interact with the guest-maintain a clean and sanitized work station.
- Follow health and safety guidelines-adhere to recipes and presentations for food and beverage item.
- Contribute to positive environment.

Head Waitress

Rightway Events and Management,LLC-AI Ain,UAE

November 2012 to December 2014

Duties

- Preparing daily workloads for staff and coordinating the daily allocation of work
- Dealing with and resolving problems and issues when arise
- Mentoring and training up junior and new staff.

Quality Control Inspector

Liwayway Marketing Corporation (OISHI)-Cagayan de Oro City ,PHILS

February 2003 to November 2012

Duties :

- Responsible for assuring that manufactured items are made and assemble correctly.
- Test the performance to determine if it meets manufacturer and industry demand

Operation Manager

Mr. Saiful AI Ain Rotana-Honolulu, HI

Education

Information Technology (Bachelor of Science)

Asian College of Science and Technology (ACSAT)

March 2002 to March 2002

High school diploma or GED

Information Technology (Bachelor's degree)

Skills

- Food service
- Quality Inspection
- Phone etiquette
- Flexible n work schedule
- Tide an self-discipline
- Sales transaction processing
- Food handling
- Cash handling
- Multi-tasking skills
- Assembly
- Computer literate (Proficient with Microsoft Office (Word, Excel , Powerpoint)
- 12 years in the hotel service industry
- Cold brew coffee making
- Bar
- Also knowledgeable: Food and Beverage Operation, Food Preparation and sanitation
- Excellent handling guest complaint; client approach; team player
- Quality Control
- Upselling
- Coffee experience
- POS
- Complaint handling
- Sales
- Clean workspace maintenance
- Coffee shop
- Microsoft Outlook
- Hospitality
- Communication skills
- Cross-functional communication
- Café
- Bartending
- Serving Experience
- Friendly and dedicated to outstanding costumer service
- Espresso coffee making
- Extreme knowledge n MICROS POS
- Cleaning

- Guest Services
- POS systems
- Greeting customers
- Cocktail experience
- Bussing
- Hand hygiene
- Team management
- Drink service
- Phone communication
- Processing cash transactions
- Credit card payment processing
- Customer service
- Financial transaction processing
- Barista experience
- Time management
- Food & beverage industry
- Food preparation
- Payroll
- Sanitizing surfaces
- Banquet Experience
- Retail sales
- Face-to-face communication
- Attention to detail
- Food Safety
- Excellent inter-personal communication
- Catering
- Cashiering
- Decision making

Languages

- English

Certifications and Licenses

Food Handler Certification

CPR Certification