

Seira Shimada

| seira081701@gmail.com | 3051 Keswick Way SW, Edmonton, AB T6W
2R2 (780)893-4420

Objective

A highly motivated and personable individual with experience in hospitality and tourism. Eager to expand my skills and knowledge. Passionate about providing excellent customer service, making people feel comfortable, and learning about diverse cultures.

Work Experience

Waitress

International Restaurant, Japan 2023, March- Present

- Greeted and served guests in a busy, international environment, consistently providing exceptional service.
- Assisted in managing customer orders, ensuring timely delivery of food and beverages.
- Addressed customer concerns, going the extra mile to ensure satisfaction and maintain a positive atmosphere.
- Fostered a friendly and welcoming environment, contributing to repeat customer visits and positive reviews.

Tour Guide

Tour Company for Foreign Visitors, Japan 2023, October – Present

- Guided foreign tourists around key locations in Japan, providing cultural insights and historical context.
- Ensured the safety and comfort of all participants, addressing any language or cultural barriers effectively.
- Received positive feedback for hospitality, knowledge, and ability to engage with tourists from different backgrounds.

Education

Bachelor's Degree in English Education
Kyoto Women's University, 2020, April-2024, March

- Completed a 4-year program, gaining a solid foundation in English language and literature.
- Focused on language teaching, intercultural communication, and developing effective teaching strategies for diverse learners.
- Gained understanding of cultural and linguistic differences in conversation between Japanese and English through academic study.

Exchange Student Program

University of Alberta, 8-month Study Abroad Program 2022, August – 2023, April

- Studied English language and culture in a Canadian academic environment, enhancing both my language proficiency and intercultural skills.
- Gained first hand experience in Canadian culture, improving my ability to engage with international guests in hospitality and tourism.

Skills

- Hospitality: Excellent at creating a warm, welcoming environment for customers and tourists.
- Customer Service: Strong ability to address customer needs and handle concerns professionally.
- Communication: The ability to engage with people from diverse backgrounds.
- Teamwork: Able to collaborate with team members to ensure smooth operations.
- Adaptability: Quick to learn new systems and procedures in fast-paced environments.