

Hannah Rothschild

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WORK EXPERIENCE

Acropolis - Server

Buffalo, NY

September 2012 - February 2013

- Provided clientele with high quality customer service by anticipating customer needs
- Made specific recommendations based on customers expressed interests
- Ensured that customers would return by making their experience pleasant
- Maintained restaurant aesthetics and cleanliness to create a welcoming environment

Samurai Japanese Cuisine & Sushi Bar - Server

Williamsville, NY

August 2011 - September 2012

- Responsible for food preparations, restaurant aesthetics and customer service.
- Consistently achieved the highest guest check averages among all full-time servers through suggestive selling
- Studied menu and became well-acquainted with restaurant atmosphere and clientele

Picasso's Pizzeria - Food Prep/Server

Buffalo, NY

May 2011 - September 2011

- Oversaw inventory, cleanliness, customer orders and food preparations in high-pressure environment
- Exceptional team building skills that applied heavily to ensure both customer and colleague satisfaction
- Exceeded in fast-paced environment by multi-tasking and managing other employees roles and assignments

Carpet Castle - Receptionist

Buffalo, NY

March 2010 - July 2010

- Excelled in role requiring the ability to handle a variety of customer questions
- Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment
- Calmed upset customers, rapidly solved problems and rebuilt client trust to prevent the loss of customers
- Consistently praised by management for the quality and timeliness of reports and attention to detail

EDUCATION

American Jewish University of Los Angeles

January 2012 - July 2012

Erie Community College of Buffalo

August 2011 - January 2012

State University of New York College at Albany

August 2010 – May 2011