

Cuiyu Faith Chen

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Objective

Customer service specialist looking to be a core competence in a hospitality and CRM driven company

Experience

Lucky Strike Lanes and Lounge

Los Angeles and San Francisco ∞ Jan 2009 - Present

∞ Unit Operations Manager (current position) ∞

Specialize in organizing and executing full venue buyouts and events.

Designing unique buffets and floor maps per event orders.

Training and developing event captains and banquet servers.

Direct sales and cross selling party packages.

Manage all FOH daily operations, labor, and costs.

Opening and closing manager.

Assist in all departments and revenue centers of venue.

Training new managers on business model of the company.

Developing trainers for servers, bartenders, hostesses, and shoe desk.

Hire and develop training schedules.

Provide leadership and guidance in customer service and hospitality.

∞ Event Captain (prior function) ∞

Supervise large events and full venue buyouts.

Ensure events are beyond guest's expectations.

Build client relations for future events.

Execute contracts and process payments.

Setup buffets, bar, and floor plans

∞ Lane Concierge ∞

Develop CRM through interpersonal skills.

Solve guest and mechanical issues.

Up-sale guests on party packages.

Supervise entire bowling lane operations.

∞ Trainer/ Server/ Hostess/Control Desk/ Street Team ∞

Train new hires in multiple job functions and coach existing employees

Bottle Service

Provide excellent customer service

Consistently top five in sales in based business

Distribute lanes and maintain flow of bowling business

Marketing new promotions

Octopus Japanese Restaurant

Los Angeles ∞ Oct 2011 - Present

∞ Server/ Hostess ∞

Up-sale menu items and provide exceptional customer service

Perform opening/closing duties.

Reconcile daily cash sales.

Administrative functions.

Wells Fargo National Bank

Los Angeles ∞ Oct 2010 – Jun 2011

∞ **Teller** ∞

Provide Platinum Level WOW customer service

Up-Sell and Cross Sell financial products ∞ Consistent top five in Sales in District

Starbucks Coffee Company

Los Angeles ∞ Jun 2006 – Oct 2010

∞ **Barista/ Learning Coach** ∞

Train new hires/ provide coaching for existing employees

Opened Starbucks LA LIVE

Education

California State University Long Beach

Long Beach, CA ∞ Sept 2007 – May 2010

Bachelor in Science in International Business

GPA 3.8 ∞ Golden Key Honour Society ∞ Beta Gamma Sigma Honor Society ∞ Phi Kappa Phi

References

Salvador Sanchez

Starbucks ∞ Store Manager ∞ (213) 247 - 3550

Robert Brayboy

Lucky Strike LA Live ∞ General Manager ∞ (213) 542 - 4880

Fe Curado

Wells Fargo Bank ∞ Service Manager ∞ (213) 687 - 6983