

BONITA WRIGHT

4123 Broadway #629
Oakland, CA 94611
Phone: (510) 274-0410

OBJECTIVE: CUSTOMER SERVICE PROFESSIONAL

Catering Server...Customer Service...Hospitality

HIGHLIGHTS OF QUALIFICATIONS

- Experience in catering services
- Knowledge of food and beverage servicing standards
- Thorough knowledge of menu items and service ware
- Knowledge with wine presentation and service

RELATED SKILLS:

- ❖ Well-organized and exhibit great attention to detail.
- ❖ Able to multitask a variety of responsibilities and challenges.
- ❖ Ability to work in flexible timings.
- ❖ A self-starter and quick study, eager to assume increasing levels of responsibility.
- ❖ Exceptional customer service skills. Professional, friendly, outgoing, with great interpersonal skills.

PROFESSIONAL EXPERIENCE

Catering Server

- Followed safe food handling practices. Also kept workstations and catering equipment sanitized.
- Assisted in food storage and inventory control standards.
- Arranged tables and chairs in dining rooms.
- Maintained the dining room by cleaning and organizing it.
- Cleared and cleaned tables for next meal.
- Draped tables, folded napkins and set silverware on tables.
- Decorated event halls and arranged displays and candles.
- Greeted and seated customers in a courteous manner.
- Obtained food orders and delivered them in a timely manner.
- Provided food and beverage suggestions to customers.
- Addressed customer questions regarding food ingredients, garnishes, and preparation procedures.
- Communicated customer complaints and feedback to supervisors.

Customer & Client Services

- Successfully communicated with staff, visitors, nurses, and other agency health care providers.
- Answered client's inquiries by phone or mail and made calls to potential clients.
- Improved customer service by developing a new client survey, soliciting feedback to quickly resolve client complaints to ensure top quality service and satisfaction.

Coordination/Supervision

- Oversaw scheduling of nurses registry, managed inventory, and trained office personnel.
- Screened potential nurses for registry. Showed strong organizational ability to handle multiple priorities and to meet deadlines in a timely manner.
- Scheduled meetings for all employees, greeted visitors and provided hospitality service (food and beverage) as requested by staff.

EMPLOYMENT HISTORY

2006-2011	VOLUNTEER GREETER	LILY OF THE VALLEY CHURCH, Oakland, CA
2011-2013	HOSPITALITY MGR	LOGOS WORLD MINISTRIES, Oakland, CA
2002-2012	OFFICE MANAGER	ALLIED HEALTHCARE CORPORATION, Oakland, CA
1999 -2002	OFFICE ASSISTANT	THE RIGHT SOLUTION INSURANCE, Oakland, CA

EDUCATION

2009-2010 B.A., Communication – Cal State Eastbay, Hayward
2000-2005 A.A., Liberal Arts -- College of Alameda, Alameda
1979-1981 High school diploma, Fremont High School, Oakland, CA.