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Thurs 9:30

## Vinita E. Crenshaw

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Sacramento, CA 95824

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Experienced leader and administrator with demonstrated managerial, organizational, time management, administrative, and customer service skills. Able to perform in a fast paced environment. Pays strong attention to detail. Exhibits passion and initiative working in a team environment.

### Professional Experience

**Amber House Bed & Breakfast, Sacramento, CA**  
*Innkeeper/Reservationist*

2012 – Present

- Negotiate rates and sell rooms and packages.
- Answer emails and inquiries to services.
- Prepare and update contracts for events, create proposals.
- Run daily accounting settlement reports, balance shifts.
- Maintain the daily operations of the inn from taking reservations to checking in guest.
- Coordinate with housekeeping staff to ensure rooms are cleaned in a timely and efficient manner, inspect rooms after cleaning to ensure proper staging and ensure 4 star cleanliness standards.
- Work with TA's and 3<sup>rd</sup> party companies to negotiate rate charts and FIT reports, send out payment request and post payments/checks.
- Concierge Service: make restaurant reservations, arrange transportation, coordinate with masseuses for massage bookings, assist guest with entertainment needs.

**Mulvaney's B&L, Sacramento, CA**  
*Server/Back Waiter*

2010 – Present

- Serve entrees, pass appetizers and beverages, serve and pour wine.
- Assist with serving at banquets and events of up to 575 people, preparing attractive service stations, dining and buffet tables, also beverage and wine bars.
- Coordinate with other vendors and event planners to ensure service before and during event is in line with Mulvaney's standards of service and proper protocol is followed.

**Green Boheme, Sacramento, CA**  
*Shift Supervisor/Meal Plan Coordinator*

01/2012– 07/2012

- Managed all phases of the business as shift supervisor implementing new systems for tracking sales, customer accounts, and policies and procedures for training new employees.
- Trained all new employees on most phases of the restaurant.
- As meal plan coordinator developed a system to manage and maintain up to 30 customer

accounts for personalized weekly meal plans, pick-ups, and payments.

- Implemented and programmed our new Point of Sale (POS) System for handling cash, credit cards, and gift cards for payments. Balanced and reconciled all

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- transactions and reports at the end of every shift. Balanced and reconciled all server shift reports and transaction records. Controlled daily accounting.
- Provided excellent customer service as lead server by taking orders for food, answering phones, and resolving customer problems timely and efficiently.
- Handled bulk orders and inventory levels of products for the restaurant and customer orders.
- Prepped raw foods for head chef ensuring proper quantities were on hand for daily business and prepaid meal plan orders.

**Crocker Art Museum, Sacramento, CA**  
***Floater (Host, Cashier, Server)***

**09/2011 – 12/2012**

- Assisted with catering events off-site and at the Crocker Museum.
- Enjoyed providing customer service in a variety of areas and easily adjusting to different work environments, personalities and job functions within the cafe.
- Utilized a Point of Sale (POS) system for transactions and balanced cash drawer at the end of the shift.
- Followed up with patron to ensure quality customer service and handled dissatisfied patrons and complaints in a timely and efficient manner.

**Vagabond Inn Midtown, Sacramento, CA**  
***Front Desk Clerk/Shift Supervisor***

**04/2005 – 11/2006**

- Assisted upper management with maintaining long term customer accounts.
- Managed front desk by providing administrative support, supervised front desk, housekeeping and maintenance staff.
- Suggested and assisted in implementing weekly rates deals to help maintain revenue during off-seasons
- Performed front office duties such as greeting guest, answering phones, data entry, filing and faxing.
- Booked and confirmed reservations via phone, fax and internet with third party companies such as Orbitz and Travelocity providing quoted rates and amenities.
- Assigned rooms according to desire and need, handled cash, pre-authorized credit cards and collected payments. Checked guest in and out, posted room charges, and settled accounts.

**Travelodge Capital City, Sacramento, CA**

**05/2006 – 7/2007**

### ***Front Desk Clerk***

- Coordinated with housekeeping and maintenance staff to ensure rooms were up to standard.
- Conducted nightly audits to balance shifts and sent nightly, weekly, and monthly reports.
- Greeted guest and assigned rooms according to their needs, pre-authorized credit cards and collected cash payments. Checked out guest, posted room charges and settled accounts.

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### **Certifications**

CAARR Institute Certificate of Completion in AOD Counseling, Women's Empowerment Certificate of Completion, University of California Certificate of Completion in Food and Nutrition Education, Intel Certificate of Completion in Effective Customer Service and Microsoft/Excel/PowerPoint Advanced Training, Certificate of Completion from Plates Café & Training Program: Volunteer Learners Program, St. Johns for real Change Alumni, Ashford University Dean's List 2013  
ServSafe Certified

### **Education**

Currently a 3rd year student at Ashford University and working to complete my BA in Human Services with a 3.4 GPA.  
GED, California State Department of Education

### **Technical Skills**

Internet Search, Microsoft Word, PowerPoint, and Excel  
Typing 40 WPM, multi - line phones, PBX system, Report/Chart writing, developing clinical skills for substance abuse counseling and youth advocacy.

### **References**

<b>Judith Bommer</b> (Amber House)	<b>916-444-8085</b>
<b>Kathleen Foley</b> (St.Johns)	<b>916-769-4958</b>
<b>Shannon Scott</b> (Mulvaney's B&L)	<b>916-441-1771</b>
<b>Bobbin Mulvaney</b> (Mulvaney's B&L)	<b>916-441-1771</b>
<b>Sukbier Collins</b> (Dad's Kitchen)	<b>916-447-3237</b>
<b>Rachel Abrena</b> (Ashford University advisor)	<b>800-798-0584 ext. 2892</b>