

**JOAN SAUNDERS**  
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## **Professional Summary**

I am a hardworking team member who thrives under pressure and goes above and beyond to create unforgettable guest experiences. I have 10+ years experience serving guests at upscale establishments. Hotel dining and catering are my passion. I am professionally versed in guest services and food and beverage operations.

## **Work History**

**2011 – 2014    Glenn Hotel, Marriott    Atlanta, GA**  
**Server / Key Employee / Banquet Server**  
\*Implemented new standards for room service minimizing labor costs by 10%.  
\*Successfully executed large parties of 500+ guests.  
\*Selected by management to train new associates.  
\*Consistently provided professional, friendly and engaging service.  
\*Displayed enthusiasm and knowledge about the restaurant's menu and products.

**2008 – 2011    W Hotel Midtown,    Atlanta, GA**  
**Server / Key Employee / Banquet Server**  
\*Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.  
\*Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff.  
\*Recognized by management to serve all V.I.P. visiting the hotel/restaurant.

**2006 – 2008    Buffalo Wild Wings    Atlanta, GA**  
**Bartender / Server**  
\*Demonstrated genuine hospitality while greeting and establishing rapport with guests.  
\*Guided guests through the menu while demonstrating thorough knowledge of the food and beverage items.