

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.