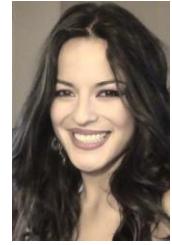


KELY JOHANNA BELTRAN
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CAREER OBJECTIVE

Seeking a Server position utilizing exceptional hospitality skills and outstanding customer care abilities to ensure recurring business and maximize revenue.

KEY STRENGTHS AND SKILLS

- 2 years of extensive experience of working in upscale restaurant environments
- Pleasant personality, courteous demeanor and neat appearance
- Bilingual: English and Portuguese
- Computer: MS Office and Excel
- Over 1 year with solid experience in the food service industry
- Highly skilled in delivering outstanding service by greeting and serving customers
- Ability to learn the menu to answer questions and remember details regarding orders
- Knowledgeable about the restaurants menus, food and beverage items and other products
- Proven record of setting-up station and breakdown of side work
- Well-versed in suggesting additional items to customers
- Adept at answering telephones and processing financial transactions

RELEVANT EXPERIENCE

Mayan Palace Resort (Cancun city, Mexico) Jan 2010-2011

1 year

Server

- Greeted patrons and answered questions regarding the menu
- Took orders from customers
- Helped kitchen staff in food and salad preparation
- Removed plates and cleaned tables
- Cleaned restaurant's premises before starting and after closing
- Counted and received the bill of food and beverages and took payment from the patrons
- Gave change when required

The Beverly Hilton

Current Job

Jun 2014

Hostess

- Greeted and seated guests at the same time as monitoring the flow of guests in keeping with seating

chart and servers

- Gave quick and exact information and directions to guests
- Answered all questions regarding the menu and services
- Ensured coverage of the hostess stand at all times
- Answered phones, took messages and made reservations

EDUCATION

Colombia National University – 2007 (Bogotá, Colombia)

Marketing and Advertising

ADDITIONAL CAPABILITIES

- Customer-focused and solution oriented
- Able to perform well in a fast-paced work environment
- Demonstrated ability to converse clearly and proficiently with customers and coworkers

References upon request.

Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Available	Morning until 2 pm	Morning until 2 pm	All day available	All day available	Morning until 2 pm	All day available	All day available