

# Stephen Castilleja

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## Profile and Qualifications

Customer Service professional with extensive experience in hospitality providing premium service to customers and guests as well as extensive experience providing office assistance.

- Lead Host
- Reservationist
- Microsoft Office Suite
- Front Desk Agent
- Office Filing
- Scheduling / Calendar
- Concierge
- Bellmen
- Customer Service

## Experience

### Event Staff – Party Staff & Tempositions

2014 – Present

- Perform events staffing needs for private events ranging from 20 – 200 guests
- Provide cocktail service, bar tending, and food service
- Work closely with Chefs for detailed food descriptions and specials
- Expedite and deliver food to insure customer satisfaction

### Lead Host – Bistro Boudin

2013 – 2014

- Meet, Greet, and seat roughly 800 customers per day
- Run the board and add sections to the computer and coordinate server traffic
- Process reservations and book for large parties
- Assisting with Special events and promotion of the Boudin Bakery and the Boudin Museum

### Concierge, Bellmen – Marines' Memorial Club & Hotel

2013

- Meet and Greet roughly 100 guests per day and transport guest luggage to rooms
- Provide guest services including hotel facility tours and directions
- Perform referral services for guests regarding various city events, restaurants, and local hot spots

### Reservationist / Takeout – Buca Di Beppo

2008 – 2013

- Processed catering orders for 350-500 guests and performed Barback and Cocktail Server
- Met, greeted and ran Open Table at host stand for up to 100 guests per night
- Manage high volume fast paced take out window serving nearly 35 orders nightly
- Provide excellent customer service in a high stress environment

### Guest Services Specialist – SOMA Residences

2007 – 2008

- Handled calls regarding property
- Monitored and regulated access of residents and nonresidents into property
- Received and distributed mail parcels to residents and handled calls regarding property
- Resolved and processed general tenant concerns

### Manager – Duperret Corporation

2003 – 2005

- Supervised a staff of 10 employees
- Coordinated and organized parties and charity events ranging from parties of 35 to 2000
- Assisted in designing and marketing specialty gourmet products including, packaging, pricing and decorating merchandise display models for packaging production
- Managed Store closing procedures including cash settlement, register auditing, store cleanliness according to code, and arraigned store showcase for high visibility

## Education

San Antonio College, San Antonio, TX

Voice and Theatre Arts

## Computer Skills

Microsoft Word, Internet searching for guests, fluent typist.