

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 arranged 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.