

Dear Hiring Manager,

Having previously excelled as a front desk agent, in-room dining server, as a doorman/security guard for a luxury apartment community, in my current position as a server assistant, and in my studies at City College of San Francisco while majoring in hotel management, I know I can meet and exceed all your expectations.

Working in the hospitality industry requires teamwork because one cannot do everything by his/herself. Working in the hospitality industry has required me to learn patience, how to communicate effectively, and how my performance affects the performance of others. A positive and smiling attitude will always win a guest/customer over. At every position I have held, I have immersed myself in the position and I did my best to know the ins-and-outs and the outs-and-ins of my place of work or the product we were selling. I will take that same passion and use it to learn everything about your restaurant so I would be able to answer any question a client/guest may have promptly and confidently. So far in my career, I have consistently proven myself to merit employment based on the way I conduct and present myself and I would welcome the opportunity to prove myself with your restaurant as well and make this a long and successful partnership. If I am fortunate enough to become the newest talent for your restaurant, I assure you will be hiring someone who is his own biggest motivator and will do his best to exceed the expectations of each and every external and internal person I have contact with!

Roy E. Hodgson

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EXPERIENCE:

02/2014-Present **The Club at Wingtip** San Francisco, CA

Server Assistant

- Greet members by name and seat them according to the size of their party
- Set up private lounges for private events and/or private dining
- Serve members dining orders.
- Bus members dishes and maintain overall cleanliness of club.

10/2011-03/2012 **Sir Francis Drake Hotel** San Francisco, CA

In-Room Dining Server

- Greeted and took phone orders from hotel customers, served the orders, and accommodated special needs and requests, adhering to, or exceeding, service standards as established by the restaurant and hotel at all times.
- Completed all restocking and cleaning duties by performing opening and closing side work as instructed.
- Maintained cleanliness standards in restaurant, room service stations, and kitchen service area in order to have a clean, presentable, and attractive facility and to satisfy State and local health board requirements.
- Controlled allocated guest checks by following established check-use procedures and legibly documenting all required information as the customer's order is taken and processed.

01/2011-01/2014 **Cathedral Hill Tower** San Francisco, CA

Doorman/Security Guard

- Represented Cathedral Hill Tower by greeting residents, guests, and other visitors at the Front Desk in a welcoming and professional manner.
- Monitored activity in the Lobby and around property via closed circuit TV.
- Made random security rounds to ensure any potential trespassers were kept out and to protect tenants and homeowners property.
- Documented the acceptance of parcels or other deliveries, both incoming and outgoing; notified the resident when a parcel had been accepted on their behalf.
- Noted accurately any issues or information throughout the work shift in the Daily Activity Report; read the pass-on log and communicated effectively with co-workers to assure a smooth transition of shifts.

09/2009-01/2011 **At-Home Tutor** San Francisco, CA

Tutor

- Assisted Spanish-speaking students with completing their English writing assignments and with reading and comprehending their English reading assignment for City College of San Francisco coursework.

07/2009-08/2009 **Parc 55 Wyndham San Francisco Hotel**

San Francisco, CA

Bell Attendant

- Assisted guests with luggage throughout guests stay in the form of luggage storage, luggage assistance at guest check-in, or luggage assistance during the check-out process.
- Assisted guests with arranging transportation to desired destination.
- Provided guests with information of surrounding area and of hotel and its facilities and amenities.

08/2006-05/2009 **Sheraton Fisherman's Wharf Hotel**

San Francisco, CA

Front Desk Agent

- Maintained a \$2,000 hotel-issued bank and reconciled bank daily.
- Checked hotel guests in and out of hotel in a calm, confident, efficient, and friendly manner.
- Managed multi-lined phones and routed calls accordingly.
- Settled guests' accounts, posted charges to guests' accounts, and issued zero-balance receipts.
- Resolved guests issues/complaints to ensure total guest satisfaction at minimal cost to hotel.
- Advanced in using Galaxy and Galaxy Lightspeed property management systems.

08/2001-05/2007 **The Beat Within Magazine/YO! Youth Outlook Magazine**

San Francisco, CA

Associate Editor/Senior Staff Content Producer

- Translated topics and essays for youth/by youth from English to Spanish and vice-versa.
- Conducted writing workshops inside Juvenile Hall facilities in the San Francisco Bay Area.
- Edited composed essays written by incarcerated youth from the San Francisco Bay Area.
- Composed articles on a variety of topics/issues for print and for company website.
- Created video segments based on my individual written articles and independent projects for company website and television show and spoke at forums on various issues/topics for YO! Youth Outlook magazine.

EDUCATION:

May 2006 **City College of San Francisco Hotel Management and Food Service Management**

San Francisco, CA

- **Associate of Science and Award of Achievement, Hotel Management: G.P.A. of 3.06.**
- **San Francisco Hotel and Restaurant Foundation and American and Hotel Lodging Scholarship Recipient Spring 2006.**
- **Certified California Food Handler, American National Standards Institute, December 2011.**

01/2006-05/2006 **Sheraton Fisherman's Wharf Hotel**

San Francisco, CA

Intern

- Worked at the front desk, bell desk, concierge, housekeeping department, security department, and reservations department to learn how each department affects, and depends on, one another in the overall operation of a hotel.

LANGUAGES:

- Fluent in English and Spanish with the ability to read, write, and speak in either language.

REFERENCES:

- James McCullough, Resident, Cathedral Hill Tower. Freelance Technology Instructor. 1200 Gough Street, San Francisco, CA 94109. (415) 608-4165.
- David Inocencio, Executive Director, The Beat Within Magazine. 275 9th Street, 3rd Floor, San Francisco, CA 94103. (415) 503-4170.
 - Matthew Oropeza, Director of Housekeeping, Worldmark by Wyndham. Former Supervisor. 349 Hanover Street, San Francisco, CA 94112. (415) 684-0226.
 - Ronald Landers, Lead Concierge, Western Residential Inc. 388 Beale Street, San Francisco, CA 94105. (415) 786-3748.