

**CARMEN M LOPEZ**  
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## **PROFESSIONAL SUMMARY**

- Organized, articulate, detail-oriented with strong time management skills
- Excellent at prioritizing tasks and meeting deadlines
- Consistently maintain a positive attitude
- Effective working with all types of people
- Computer skills Microsoft word and Excel
- Bilingual Spanish/ English

## **PROFESSIONAL EXPERIENCE**

**Labor Ready West Los Angeles, CA**

**December 2015- Present**

***Renaissance Hotel***

- Provide assistance to banquet managers in serving of guest during banquet functions to ensure positive guest experience.
- Set up banquet room as requested by the supervisor to include glassware serviceware, linen.
- Attend roll call meeting before events kicks off in order to learn function particulars, including hotel and guest expectations.
- Greet and welcome guest and respond to their requests in a courteous and friendly manner.
- Quickly removed dishes as guest finish each meal or function.
- After the banquet reset banquet room for other functions

**Sheraton Universal City, Los Angeles, CA**

**August 2015- October 2015 Seasonal**

***Order taker/ Room Service***

- Always answers phone in a courteous, professional manner.
- Effectively take guests' orders, ensuring clarity and accuracy.
- Maintains a complete knowledge of all menu and beverage items, their prices, ingredients, method of preparation and availability.
- Upon dispatching the order, calls the room to let them know that their order will be arriving momentarily.
- Assists Room Service Server in preparing trays and carts.
- Performs a follow-up call back to the guest after the food is served.
- Maintains responsibility for entering all room service orders and transactions on the point-of-sale system. Accurately closes all checks for the dining room in accordance with procedures and manager's discretion.
- Always maintains proper cash handling procedures and internal controls. Always signs in/out cash drawer and verifies bank.
- Complies with accounting guidelines regarding receipt of payments, check total verification, tip disbursement, cash drawer and house bank management. Maintains house bank in accordance with policy
- Ensure coupons, comps, room charge, credit card, etc. are settled in compliance with accounting policies.



**Four Points by Sheraton, Los Angeles, CA**

**September 2011 – December 2012**

**Waitress / Server**

- Presented menus to patrons and answered questions about menu items, making recommendations upon request
- Checked with customers to ensure that they are enjoying their meals and take action to correct any problems
- Collected payments from customers
- Take orders from patrons for food or beverages
- Prepared checks that itemize and total meal costs and sales taxes
- Served food or beverages to patrons, and prepare or serve specialty dishes at tables as required
- Cleaned tables or counters after patrons finished dining

**Panda Express, Torrance, CA**

**May 2010 – July 2011**

**Cashier / Food Server**

- Greet customers entering establishment
- Received payment by cash, check, credit cards, vouchers, or automatic debits
- Communicated with customers regarding orders, comments, and complaints
- Cleaned and organized eating, service, and kitchen areas

**Ross Dress for Less, Torrance, CA**

**May – July 2008**

**Cashier**

- Greeted customers entering establishments
- Received payment by cash, check, credit cards, vouchers, or automatic debits
- Issued receipts, refunds, credits, or change due to customers
- Assisted customers by providing information and resolving their complaints
- Processed merchandise returns and exchanges
- Stocked shelves, and mark prices on shelves and items

**Sprouts Farmers Market, Torrance, CA**

**March 2007- December 2007**

**Bakery Supervisor/ Deli Clerk**

- Check products for quality and identify damaged or expired goods.
- Supervised all bakery production activities including bakery product planning.
- Ordered, procured, managed and utilized inventory of packaging materials, production, equipment
- Oversaw rotation of all bakery products and removal of expired and spoiled items.
- Assisted clients with selection, information and buying of appropriate bakery products.
- Marketed, recommended and sold additional bakery products to clients.
- Assisted with hiring, training, supervision and dismissal of bakers and other bakery staff.
- Ensured cleanliness, hygiene, tidiness and maintenance of assigned work area, workplace bakery machinery.
- Oversaw proper, accurate and timely completion of paperwork related to inventory, customer Orders and related bakery production activities.
- Unloaded deli products and transfer stock to storage areas.

## **EDUCATION**

- Culver City High School, Culver City, CA
- High School Diploma

