

SELENA GUTIERREZ
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OBJECTIVE

To obtain a part-time position while earning my degree at San Jose State.

EDUCATION

College of the Desert **Palm Desert, Ca** **December 2015**
Associates of Arts Degree Business Administration

SUMMARY OF QUALIFICATIONS

- Completed college courses in event coordination, hospitality management, and interpersonal communication
- 10 years of customer service experience
- 7 years food service experience
- Team player, strong work ethic, and team player

PROFESSIONAL EXPERIENCE

[Oct 2010-Current] **Sun City, Palm Desert**

Server

- Responsible for taking and delivering food and drink orders in a timely manner
- Dispatch guest complaints to appropriate management
- Lift heavy trays and dish racks up to 60lbs.

Viceroy Palm Springs, Palm Springs [Oct 2009-Oct 2010]

Banquet Server /Pool Server/ Spa Receptionist

- Responsible for setup/takedown of Viceroy events
- Served food and beverages to all pool guests
- Answered phone calls from outside guests booking spa reservations
- Maintained therapist books and organized spa appointments

[May 2008-Aug 2009]

Server/Certified Hostess

- Responsible for setup/takedown of all Sunday brunches and private events
- Took food orders for all incoming guests
- Handled incoming phone calls including private event booking and evening dinner reservations

- Trained all new hire hosts'
- Carried dinner/drink trays to guests' tables

Welk Resort, San Diego

[Jan 2006-May 2008]

Front Office Supervisor

- Responsible for coordinating and distributing tasks of Front Office events including showers, team-building events, and team outings.
- Responsible for set-Up and take-down of all front office meetings.
- Dealt with guest challenges of a resort with over 588 rooms
- Supervised the Front Desk, Bell Staff, and PBX operations
- Coached, disciplined, and trained staff of 16
- Wrote and delivered performance reviews
- Acted as liaison between staff and upper management and other departments

Welk Resort, San Diego

[June 2005-Jan 2006]

Guest Service Agent

- Provide customer service for internal and external guests
- Guest check in and check out
- Handled guest's difficulties or filtered them to proper management.

Riviera, Palm Springs

[Mar 2005-June 2005]

Security Dispatcher

- Taking detailed analysis of situations during extreme conditions
- Thorough track of lost and found items

Lawrence Welk's Desert Oasis, Cathedral City

[Mar 2003-June 2005]

Guest Service Agent

- Guest Check in and check out
- P.B.X operator
- Reservations agent
