

Andrea Morris

Leader in Exceeding Business Expectations | Specialist in Achieving "Impossible" Goals | Expert in Dynamic Team Building

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Profile of Qualifications

- Demonstrates proven experience in maximizing administrative success within deadline-driven environments.
- Offers talent recruiting, training, and managing confidentiality-driven staff to achieve targeted business objectives.
- Exhibits skill at planning, prioritizing, managing, and completing business and / or administrative tasks to meet goals.
- Showcases strong communication and interpersonal relations proficiencies to seamlessly interface among senior-level executive teams, high-profile celebrities and business professionals, travel and hospitality industry staff, and the general public.
- Contributes the stamina and availability to travel for business purposes as necessary or required to support company initiatives.

Key Areas of Expertise

Business Administration

Client / Customer Services

Global Hospitality Operations

Travel Coordination

Front Desk Operations

Administrative Support

Project Management

Financial Management

Strategic Goal Attainment

Facility Evaluations

Exemplary Work Ethic

Team Building / Training

Professional Synopsis

Temp Agency, OFFICETEAM, LOS ANGELES, CA

AUGUST 2015 – PRESENT

Travel Consultant, ALL STAR TRAVEL GROUP, LOS ANGELES, CA

2012 – 2015

- Capitalize on the opportunity to promote high-quality, forward-thinking travel group operations, including preparing and disseminating well-researched and accurate documents, managing busy calendars, and handling all daily office tasks.
- Ensure deliverables are completed on time and within budget by prioritizing strategic workflow across multiple projects.
- Coordinate and manage transportation, hotel accommodations, and tours and provide essential information on customs regulations, required various paperwork (e.g. passports, visas, certificates of vaccination), and international currency rates.
- Consult published and computer-based sources (e.g. Sabre) for accurate information on departures / arrivals and ratings of hotels, and additionally visit hotels, resorts, and restaurants to evaluate quality, comfort, and / or cleanliness.

Office Manager / Executive Assistant, SHADIK TECHNOLOGIES, LOS ANGELES, CA

2011 – 2012

- Led targeted decision-making among a top-performing team while efficiently performing administrative tasks for executive-level management, including screening calls, handling travel / meeting arrangements, and preparing reports.
- Built and sustained a productive business environment by proactively training and mentoring administrative personnel.
- Maximized use of resources to achieve goals by planning, coordinating, and managing tasks of company employees.

Front Desk Manager, BURKE WILLIAMS SPA, LOS ANGELES, CA

2009 – 2010

- Utilized broad scope of hospitality industry knowledge and dynamic business acumen to support front desk operations for a luxury spa / day spa, including upholding comprehensive service standards excellence to boost company profits.
- Optimized organizational efficiency by expertly handling guest reservations, cancellations, and appointment change

- Drove business success by consistently ensuring seamless high-volume catering operations, including cost-effectively managing vendors, recruiting top staff, planning events, and handling additional activities as required.

Front Desk Agent, FOUR SEASONS, BOSTON, MA

1999 – 2005

- Created memorable stays by quickly and attentively attending to guests. Coordinated aspects of guests' visits, from making reservations to overseeing availability of business services.
- Commended for consistently exceptional customer service, interpersonal, and communications skills.

Education

Bachelor of Science in Hotel, Restaurant & Travel Management
Associate of Science in Business Administration

UNIVERSITY OF MASSACHUSETTS AMHERST
QUINCY COLLEGE

Technical Skills

Sabre

Microsoft Office

- Word
- Excel
- Powerpoint
- Outlook

Servers Test

Multiple Choice

- 1) Food is served on what side with what hand?
 - a) On the left side with the left hand
 - b) On the left side with the right hand
 - c) On the right side with the left hand
 - d) On the right side with the right hand

- 2) Drinks are served on what side with what hand?
 - a) On the left side with the left hand
 - b) On the left side with the right hand
 - c) On the right side with the left hand
 - d) On the right side with the right hand

- 3) Food and drinks are removed on what side with what hand?
 - a) On the left side with the left hand
 - b) On the left side with the right hand
 - c) On the right side with the left hand
 - d) On the right side with the right hand

- 4) What part of a glass should you handle at all times?
 - a) The stem
 - b) The widest part of the glass
 - c) The top

- 5) When you are setting a dining room how should you set up your tablecloths?
 - a) Neatly and evenly across the tables
 - b) The creases should all be going in the same directions
 - c) The chairs should be centered and gently touching the table cloth
 - d) All of the above

- 6) If you bring the wrong entrée to a guest what should you do?
 - a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - c) Try to convince the guests to eat what you brought them
 - d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

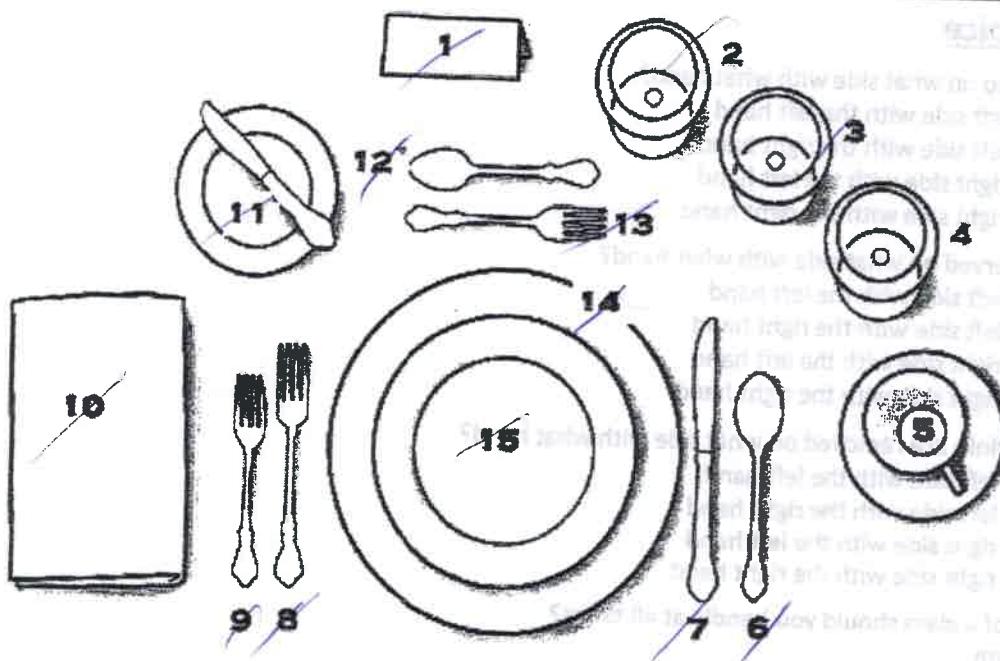
Match the Correct Vocabulary

- D Scullery
- E Queen Mary
- A Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time

Name Andrea Morris Score / 35

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>2</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>7</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 1 inch up inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream - sugar
3. Synchronized service is when: The whole table is served at once
4. What is generally indicated on the name placard other than the name? a number
5. The Protein on a plate is typically served at what hour on the clock? 6pm
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? go tell the chef right away