

Berchell Rhodes
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SKILLS

Over 10 years of work in customer service, with a proven ability to create an exceptional guest experience

Flexible and open-minded quick-learner, adept at adjusting to diverse and fast-paced environments

Proactive and enthusiastic professional with a strong attention to detail and ability to multi-task
Experience training and supervising others

Proficient in Microsoft Office Programs and POS Systems

FUNCTIONAL AREA OF EXPERTISE

Customer Service ,

event staff, party staff, hospitality staff, catering staff, wait staff, conference staff, convention staff, trade show staff, promotional staff, event temps, food server, banquet server, waiter, waitress,

Warmly greeted customers and determined individual needs to ensure a satisfying experience

Excelled in high volume atmospheres, ensuring effective customer care in diverse circumstances

Described merchandise and explained use, operation, and care to customers

Recommended, selected, and helped locate and obtain merchandise based on customer needs

Conferred with customers by telephone and in person to provide information about products and services

Checked to ensure that appropriate changes were made to resolve customers' problems

Maintained accurate records of customer interactions, recording details of inquiries, complaints, and comments, as well as actions taken

Referred unresolved customer grievances to designated departments for further investigation

Solicited sales of new and additional services or products

Received payment by cash, check, credit cards, vouchers, or automatic debits

Issued receipts, refunds, credits, and change due to customers

Processed merchandise returns and exchanges

Maintained clean and orderly checkout areas and completed other general cleaning duties, such as mopping floors and emptying trash cans

Counted money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change

Calculated total payments received during shift, and reconciled this with total sales

EMPLOYMENT HISTORY

Prep Cook November 2016 – December 2016

Division Three, Glasshill Park, CA

Event Staff March 2013 – July 2016

Evs Casino, Bossier City, LA

Party Staff and sales March 2010 – January 2013
Jean Simpson Personal Services, Shreveport, LA

Catering Luxury January 2010 – December 2012
Red River Sanitors, Shreveport, LA

EDUCATION AND PROFESSIONAL DEVELOPMENT
Profession Development Training February 2016
Chrysalis, Los Angeles, CA

High School Diploma
Cohen High School, New Orleans, LA