

MISTY D. GNAPP

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QUALIFICATIONS SUMMARY

Highly personable **Customer Service Professional** with over 15 years of experience in customer service. Seeking a position where my optimistic personality, strong leadership abilities, and proven performance will be utilized to ensure the quality and consistency of customer service to exceed company standards.

- ◆ Talent for identifying customer needs and presenting appropriate company product and service offerings.
- ◆ Demonstrated ability to gain customer trust and provide exceptional follow-up, leading to increased repeat and referral business.
- ◆ Expertise in resolving escalated customer service issues.
- ◆ Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®).
- ◆ Proficient with Point of Sales systems.
- ◆ Able to multi-task efficiently.
- ◆ Strong multi phone handling.
- ◆ Maintain inventory effectively.
- ◆ Skilled in up selling.
- ◆ Follows rules and procedures as instructed.

PROFESSIONAL EXPERIENCE

NEWPORT GRILL- WICHITA, KS
Server

MAR, 2015 – MAY, 2015

Newport Grill is home to Wichita's freshest fish and seafood that is flown in 6 days a week from all over the world. Extensive training on seafood, wine and liquor are essential for knowing this business. They hold a scratch kitchen and bar meaning everything is made in house and fresh. Every team member is expected to provide excellent customer service above and beyond all standards of the restaurant.

- Knowledge of Seafood, Wine, Liquor and Beer
- Able to give five star service 150% of the time.
- Participate in active teamwork to ensure every guest has a five star experience every time.

SCOTT'S SEAFOOD – SACRAMENTO, CA
Server / Bartender

MAY, 2010 – FEBRUARY, 2012

Serve as a responsible distributor of food and liquor to guests at a highly reputable seafood restaurant. Provide excellent customer service above and beyond all standards of the restaurant.

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