

Stella E. Massachi

Los Angeles, CA

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Summary of Qualifications

- Over 4 years' experience in Hospitality/Customer Service
- Expert in personalized service, expedited and efficient follow up in luxury setting
- Forbes Five Star Trained and Aspire Certification
- Opera Property Management System Proficiency
- Proficiency in all Microsoft Office applications including WORD, PowerPoint, EXCEL
- Advanced user of HOTSOS work order management software

Employment History

J. G. Boswell Company, Pasadena, CA

Mar 2017 – Jun 2017

Office Assistant and Accounting Clerk (Temporary)

- Maintaining office efficiency by keeping the workspace organized and restocking supplies
- Acting as the backup to the receptionist with responsibilities including answering and referring inquiries, entering daily lockbox and AP wires
- Daily accounting responsibilities included: entering and printing quick checks, accounts payable/receivable, expense reports, invoices, and garnishments
- Planning company events including: birthday celebrations, holiday parties, and meetings
- Assisted building manager in scheduling and following up on company cars and building maintenance

Find Auto, Salt Lake City , UT

Jun 2016 – Aug 2016

Car Dealer

- Opened and ran day to day operations for a small office
- Updated data and organized digital and hardcopy files
- Took professional pictures and placed advertisement accordingly for incoming vehicles
- Oversaw business website on social media
- Assisted owner with prioritizing needed maintenance and safety inspections
- Prepared financing options for guest
- Greeted guest and efficiently sold vehicle according to guest needs and budget
- Handled general accounting responsibilities

University of Utah, Salt Lake City, UT

Jul 2016 – Jul 2016

Undergraduate Researcher

- Collaborated in a week intensive program with teachers, high school students and undergraduates on water sustainability in Utah with the assistance of the iFellows faculty
- Collected data, analyzed data then presented our project via poster to fellow researchers
- Recorded observations about the conditions along Emigration Creek and collected water samples
- Learned how to trace the origin of fruits and vegetables by analyzing isotopes in the water content
- Divided into groups across the valley and conducted social science research by surveying people about their access to water

Hyatt Place, SLC Downtown/Gateway, UT

Oct 2015 – Aug 2016

Lead Host

- Check in/Check out hotel guests
- Concierge duties
- Banquet/event set-up, barista, bartender, chef services as required
- Train new associates on all systems, procedures, and policies
- Performed guest recovery situations in the absence of managers
- Consistently provide exceptional guest service in a high urban hotel

Hyatt Place, Cottonwood Heights, UT

Jun 2014 - Oct 2015

Gallery Host

- Obtained Food Handler's permit and SIPS/TIPS Training
- Set up corporate conferences and banquet meetings
- Check-ins/check-outs at the front desk including guest directory
- Provided service for guests in high-volume ski resort and business location

Montage Deer Valley, Park City, UT

Jan 2012 - Apr 2014

Reservations Sales Agent

- Executed all aspects of communication and reservation processing at luxury mountain resort
- Assured service delivery in accord with Forbes standards
- Coordinated interdepartmental efficiency across 200 rooms and 81 residences
- Assisted sales department with rooming list and group reservations
- Responded to guest acquisitions, projects and emails on a timely manner

Education

Salt Lake Community College, Taylorsville, SLC, UT 2014-2016

- Degree Pursuit in Environmental Geology

Los Angeles Pierce College, Los Angeles, CA 2007-2009

Name Stella Massachi

Servers Test

Score / 35

Multiple Choice

- A 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
- D 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
- D 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
- A 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
- D 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
- D 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

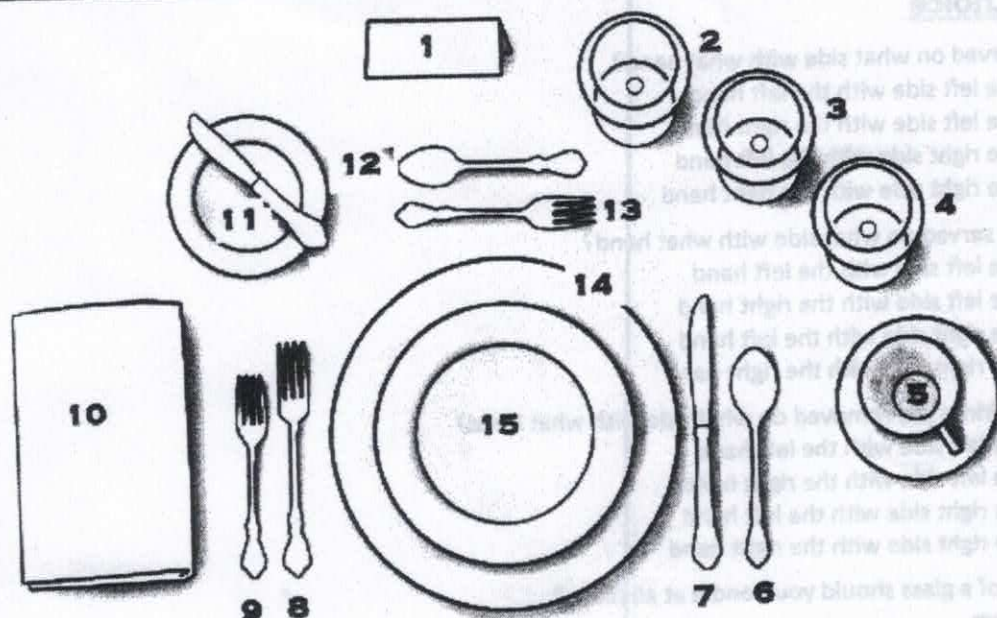
Match the Correct Vocabulary

- | | |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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) |
| <u>A</u> Chaffing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>D</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10 Napkin

11 Bread Plate and Knife

1 Name Place Card

12 Teaspoon

13 Dessert Fork

6 Soup Spoon

15 Salad Plate

4 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

2 Wine Glass (Red)

9 Salad Fork

14 Service Plate

3 Wine Glass (White)

Fill in the Blank

- The utensils are placed 1 in inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream & sugar, honey
- Synchronized service is when: all comes one at a time
- What is generally indicated on the name placard other than the name? table #, meal option
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
go to chef with any special orders