

Cathy Mui

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WORK EXPERIENCE

HSN, San Francisco, CA

Usher, Jan 2006 - Present

- Assist patrons in finding seats, lighting the way with flashlights, if necessary.
- Settle seating disputes or help solve other customer concerns.
- Refuse admittance to undesirable persons or persons without tickets or passes.
- Direct patrons to restrooms, concession stands and telephones.
- Provide assistance with patrons' special needs, such as helping those with wheelchairs.
- Maintain order and ensure adherence to safety rules.
- Examine tickets or passes to verify authenticity, using criteria such as color or date issued.
- Guide patrons to exits or provide other instructions or assistance in case of emergency.
- Greet patrons attending entertainment events.

PLACEMENT PROS, San Francisco, CA

Security Guard, Jan 1997 - Present

- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.
- Call police or fire departments in cases of emergency, such as fire or presence of unauthorized persons.
- Circulate among visitors, patrons, or employees to preserve order and protect property.
- Patrol industrial or commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Write reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.

GSA INC, San Francisco, CA

Baggage Clerk, Jun 2006 - Present

- Receive and mark baggage by completing and attaching claim checks.
- Compute and complete charge slips for services rendered and maintain records.
- Supply guests or travelers with directions, travel information, and other information such as available services and points of interest.
- Act as part of the security team at transportation terminals, hotels, or similar establishments.
- Assist physically challenged travelers and other guests with special needs.

EDUCATION

City College, San Francisco, CA

English Language and General Studies

ADDITIONAL SKILLS

- Multilingual; English, Cantonese, Mandarin
- From 1989 to 1997, I performed as a restaurant hostess/back up food prep (Fresh Choice) and as a hotel front desk clerk (Oasis Hotel, Upstate NY), in which I interacted heavily with the public to build strong customer service experience/skills and food prep experience.