

Alejandro C. Contreras

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(323)-823-0880

**Objective:**

Possesses excellent interpersonal skills, able to multitask and prioritize several projects at once. I am a very resourceful individual with a high energy level and commitment to customer service. I am team oriented, enjoy working in teams to meet goals and achieve high expectations, above and beyond pre-set objectives.

**Work Experience:**

**Assistant Front Office Manager- January 2018 Current Sheraton Universal Hotel Universal City, CA.**

Maximizing the guest experience to total satisfaction with the help of my agents and employees. Ensuring my shifts team have and current knowledge of hotel products, services, pricing and special promotional offers, as well as daily VIP and special events. Monitoring the appearance, standards, and performance of my agents with a emphasis on training and team work. Maximize sales revenues through up-selling and marketing program. Managing guest requests, inquiries, and complaints promptly and completely maintain the professional appearance of the front desk with a complete focus on hospitality and Guest service.

**Assistant General Manager- 2016-November 2017 Palihouse Santa Monica Hotel Santa Monica, CA**

Responsible for all aspects of operations at the hotel provide support to the general manager. Directs and coordinates hotel activities obtain optimum efficiency and maximize for potential with the balance of focus on hotel missions guest, employees, and ownership satisfaction. Provide training to staff adhering to policy and procedures. Build constructive communication with the general manager on day to day duties.

- ❖ **Director of Operations Palihouse Santa Monica Hotel** -A Director of Operations is responsible for the effective operational management of the hotel so Heads of Department achieve and exceed their revenue and Guest satisfaction targets.

**Assistant Front Office Manager- 2010-Jan 2016 Hyatt Regency Century Plaza Los Angeles, CA**

The daily registration, account settlement and communications services provided by all colleagues in the department. In addition, this role will prepare and assist with the arrival process of our guest in coordination with several departments to ensure maximum guest satisfaction. The experience of the



guest will encompass the entire life cycle of the guest experience beginning with hotel selection, arrival and post stay communication.

- ❖ **Rooms Control Hyatt Regency Century Plaza** - work in hotels and resorts and manage guest reservations. Similar to front desk clerks whose responsibilities is to allot rooms to guests according to my need. Hold complete understanding of the types of rooms available with the facility. Based on my knowledge of rooms, i suggest guests on the rooms that would be comfortable for them. liaise between the housekeeping and reservation departments to keep information about the status of rooms.
  
- ❖ **Management Program Hyatt Regency Century Plaza** - The Corporate Management Training Program has been designed for graduates with the great potential to become a part of our top management team and to progress rapidly within the company. To graduate you must complete all operations for Front Office , Food & Beverage , Sales & Housekeeping which will be a 3 month period for each department totaling 12 month span.
  
- ❖ **Front Desk Agent Hyatt Regency Century Plaza** - represents the first point of contact with guests and handles all stages of a guest's stay. A typical day as a hotel front desk agent, involves registering/booking guests in and out of their rooms, while accommodating any special requests.

**Sales Manager / Assistant Manager- 2008-2010 Verizon Wireless Austin, TX**

Shift manger, well versed in opening and closing procedures, deposits and balancing of employee drawers to include supervising the operation for the efficiency of the store/branch. Helping with billing questions, new activations, and audits to include customer satisfaction and employee surveys. Highly skilled in supervising a team of 15-20 highly dedicated employees.

**Education:**

2010 San Diego State University, San Diego CA

Bachelor's Degree in Business Administration and Business Management

Graduated.

Graduated

Bachelor's Degree in Business Administration and Business Management

2010 San Diego State University, San Diego CA

#### Education:

Skilled in supervising a team of 12-20 highly dedicated employees.  
question, new initiatives, and while to include customer satisfaction and employee surveys. Highly  
answers to include supervising the operation for the efficiency of the front-end, dealing with billing  
Shift manager, well versed in opening and closing procedures, deposits and balancing of employee

Sales Manager / Assistant Manager - 1008-2019 Verizon Wireless, Austin, TX

and handles all areas of a guest's stay. A typical day as a front desk agent involves  
registering/booking guests in and out of their rooms, while also communicating any special  
and needs.

• Front Desk Agent Hyatt Regency Century Plaza - represents the first point of contact with guests  
management team and to progress rapidly within the company. To graduate you must complete  
all rotations for Front Office, Food & Beverage, Sales & Marketing which will be a 3 month  
period for each department totaling 12 month total.

• Room Control Hyatt Regency Century Plaza - Work in hotel's and resorts and manage guest  
themselves. Similar to front desk clerk whose responsibilities are to allow rooms to guests  
according to my need. Hold complete understanding of the types of rooms available with the  
facility. Based on my knowledge of rooms, I suggest guests on the rooms that would be  
conducive for their future business housing and the various departments to keep  
information about the status of rooms.

Guest will experience the entire life cycle of the guest experience beginning with hotel selection, arrival  
and post stay communication.



Name Alexandro Contreras

**Servers Test**

Score / 35

**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**

C Scullery

F Queen Mary

B Chaffing Dish

G French Passing

D Russian Service

E Corkscrew

A 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

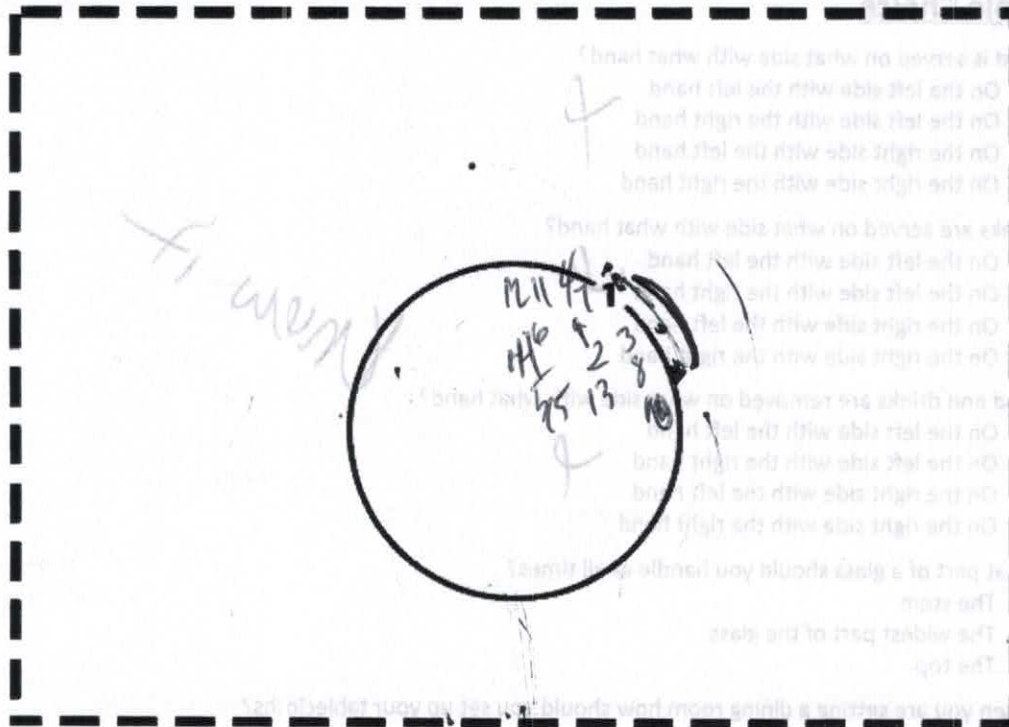
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F. Used to open bottles of wine

G. Style of dining in which the courses come out one at a time

Name Alexandra Carter  
Servers Test

Score / 35



**Draw a formal place setting containing all of the following:**

- |                            |                  |                      |
|----------------------------|------------------|----------------------|
| 1. Service Plate           | 7. Teaspoon      | 13. Water Glass      |
| 2. Salad Plate             | 8. Soup Spoon    | 14. Red Wine Glass   |
| 3. Bread Plate & Knife     | 9. Salad Fork    | 15. White Wine Glass |
| 4. Napkin                  | 10. Dinner Fork  |                      |
| 5. Name Place Card         | 11. Dessert Fork |                      |
| 6. Tea/Coffee Cup & Saucer | 12. Dinner Knife |                      |

**Fill in the Blank**

- The utensils are placed 1 ft inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream/sugar
- Synchronized service is when: same time
- What is generally indicated on the name placard other than the name? Company
- The Protein on a plate is typically served at what hour on the clock? 4pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
inform server