

**EDUCATION**

**University of San Francisco (USF), San Francisco, CA**  
*BS, Business Administration, Hospitality Industry Management*

*December 2012*

**WORK EXPERIENCE**

**Four Seasons Hotels and Resorts, San Francisco, CA**  
*MKT Bar-Restaurant Greeter*

*April 2013 – April 2014*

- Managed the room flow of an extremely busy, high-volume 85-seat restaurant and 37-seat lounge
- Trained, mentored and guided new hires and interns on greeter duties and responsibilities, such as using OpenTable, Delphi, updating and printing menus, and various other tasks
- Provided knowledgeable information and suggestions about the menu based upon special requests and needs of the guests
- Compiled the upcoming two months of Banquet Event Order forms and displayed them in an “at-a-glance” format for staff to be aware of, and prepare for, future private events in our bar, restaurant and lounge space
- Utilized the program, Opera, to assist in name recognition and usage of guests, creating a more personalized experience

**Four Seasons Hotels and Resorts, San Francisco, CA**  
*Seasons Bar and Lounge- Intern*

*May 2012 – July 2012*

- Met with local wine and spirit distributors for Seasons’ alcohol inventory
- Updated bar and restaurant menus with seasonal cocktails and wine lists
- Maintained weekly work schedule for bar and P.M. restaurant employees
- Assisted with the roles of various positions (hostess, server, food runner, bus attendant, room service, etc.), utilizing OpenTable, updating and printing menus, taking guests’ orders, running food and answering phone calls
- Experimented with various fresh ingredients for cocktails, having produced ginger beer from scratch and sous vide kumquats as a Campari substitute

**Royal Agricultural Society of NSW, Sydney Olympic Park, Australia**  
*Agricultural Development Department Office Assistant- Intern*

*June 2011 – July 2011*

- Assisted with the planning of logistics and on-the-night event help of a 300-person dinner
- Updated social media content, including Survey Monkey evaluations on Twitter, Tweetdeck and Facebook
- Contacted and encouraged previous exhibitors to enter future fine-food competitions
- Collated RSVP responses and processed them into their internal database

**Acrobat Outsourcing, San Francisco, CA**  
*Caterer/Busser*

*May 2010 – May 2011*

- Set-up and broke-down tables, chairs, and table settings for events across various San Francisco venues
- Served food in a timely and presentable manner
- Greeted and directed guests to appropriate tables and/or buffet lines in a professional and courteous manner
- Conducted credit card and cash transactions at AT&T Ballpark’s concession stands

**Hotel Monaco, San Francisco, CA**  
*Catering Sales Office Assistant- Intern*

*July 2010 – January 2011*

- Customized, edited and updated restaurant menus by communicating with the chef
- Created informational packets about the hotel’s private event space containing pricing, square-footage, capacity, and contact information to distribute to prospective clients
- Compiled Banquet Event Order forms on a daily basis, distributing to both my managers and the kitchen managers
- Managed reader board signage with daily events and location of the function room

**SKILLS AND CERTIFICATIONS**

OpenTable, InfoGenesis POS System, Opera, Delphi, LotusNotes  
Microsoft Office programs (Word, Excel, Publisher, PowerPoint)

**Cicerone Certification Program, San Francisco, CA**  
*Certified Beer Server*

*July 2014*

**TIPS Alcohol Certified, San Francisco, CA**

*January 2013*

**ServSafe National Restaurant Association, San Francisco, CA**  
*Food Handler Certified*  
*Alcohol Certified*

*January 2013*  
*October 2011*

**National Bartenders School Certification, Orange County, CA**

*August 2011*