Daniel Diaz
San Francisco, CA 94112
415.685.6126
danieldiazduran87@icloud.com

SKILLS

- Management
- Supervisor
- Money Handling
- Customer Service
- Adaptability
- Flexibility

- Fast Learner
- Verbal and Written Communication
- Interpersonal Skill
- Leadership
- Microsoft Office
- Bilingual (Spanish)

EXPERIENCE

Presita Park Café Group ¦ San Francisco, CA   07/2009 – Present
Supervisor

- Ensure customer satisfaction by providing and promoting excellent customer service. Respond to customer complains professionally and in a timely manner.
- Oversee operations and employee's performance to keep the business running smoothly
- Decrease operational cost by cutting food waste
- Train and onboard new employees
- Maintain quality control with all the food being served
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Maintain food and equipment inventories, and keep inventory records.
- Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities.

Hotel Casa Del Balam ¦ Mexico   11/2008 – 02/2009
Housekeeper Supervisor

- Plan and prepare employee work schedules.
- Coordinate activities with other departments to ensure that services are provided in an efficient and timely manner.
- Inspect work performed to ensure that it meets specifications and established standards.
- Perform or assist with cleaning duties as necessary.
- Confer with staff to resolve performance and personnel problems, and to discuss company policies.

Aeropuertos del Sureste ¦ Mexico   01/2008 – 12/2008
Airport Customer Service Agent

- Help passengers finding the right door, flight numbers, and general questions
- Walked customers to the right location here boarding was required
- Provided guidance about cars rentals, lost and found items, and hotels reservations
- General questions about the airport facilities and services

EDUCATION

CNCI University, Mexico   2008
A.S. in Hospitality and Tourism (Groups and conventions)