

Lehua Moe

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Objective

Friendly Customer Service Manager with can-do attitude and willingness to help at all times.

Highlights

Staffing development °Inventory control Supervision and training ° Complex problem solving
°Superior communication skills °Excellent organization skills °Flexible scheduling °Effective
team player °Cheerful and energetic °Dependable and reliable

Experience

Concession Manager

Oct. 2016- Sept. 2019

Hotdoggin Inc.- Sacramento, Ca
(Same as Five Star Catering)

Head Cashier/Cook/ Shift Manager

June 2013 - May 2015 477

Five Star Catering - Ukiah, Ca

Participate in the set up of the stand, arrange inventory, advise owner of any inventory deficiencies or pending shortages * Greets customers approaching stand • Ensure that customers' orders are relayed to the kitchen properly • Expedite orders to make sure they reach customers in a time efficient manner * Performs clean-up duties in the stand to maintain the quality appearance of the work area including cleaning equipment, and surrounding area * Demonstrate flexibility by rotating to other stands when necessary * Properly record all transactions via the point of sale system * Takes money from guests and provides correct change * Accurately account for all transactions, maintain accurate cash count, and balance floats at end of shift.

Customer Service Manager

June 2000 -July 2011 3109

Wal-Mart - Sacramento, Ca

Customer Service Manager, Claims, Receiving, Accounting Associate, Risk Control Team Leader, Inventory Control Specialist.

Handling all customer complaints. Providing advice help to customers using the products or services. Issuing compensations or refunds to customers maintaining accurate timely records of correspondence. Supervising customer service teams, and training staff to deliver excellent customer service and involving in staff appraisals and recruitment process

Education Associate of Applied Science: Accounting, 2000 Hawaii Community