

**Sydonnie Dennisur**  
4762 Nelda Dr Austell, GA 30106  
7868653317 sdennisur@yahoo.com

**Business Development**

**Sales & Marketing**

**Customer Service**

**Social Media Coordination**

**Interpersonal Communication**

**Microsoft Office Suite**

**SKILLS AND QUALIFICATIONS:**

*Microsoft Office Suite (Powerpoint, Word, Excel, Outlook); Customer Service Skills; Efficient in Fast-Paced Environment; Type 65WPM; Passkey; Rewards Redemptions; Banquets (Food & Beverage); Room Amenities*

**EXPERIENCE:**

**Front Desk/ Night Audit April 2019-August 2019**

*Ocean Pointe Suites, Key Largo, FL*

- Post room and tax charges.
- Assembled guest charges and payments.
- Made reservations over the phone and in person and ensured all aspects of the room reservation procedure are followed, including bookings, confirmations and cancellation policies
- Managed nightly hotel operations  
Verified revenue from all sources is accurately balanced and followed up on any discrepancies
- Prepared bills and receipts for all in house guests and direct billing accounts
- Preparing the night audit report.
- Balanced daily credit card transactions, transmitted deposit to bank via online system.
- Updated & maintained all spreadsheet applications used by the night audit department.
- Compiled, printed and distributed daily income report for use by accounting department, Front Desk Manager, and General Manager.

**Front Desk Agent/AYS** August 2017-August 2018  
*Atlanta Marriott Marquis*, Atlanta, GA

- Organize, confirm, process, and conduct all guest check-ins/check-outs, room reservations, requests, changes, and cancellations.
- Secure payment; verify and adjust billing.
- Activate and file room keys. Process all guest requests and relay messages. Print contingency lists to have a record of all guests in case of emergency.
- Follow up on any outstanding requests or problems from the previous day and are resolved. Run and review daily reports/logs.
- Complete designated cashier and closing reports in the computer system.
- Accept and record wake-up call requests and deliver to appropriate department.
- Apply Tax Exemptions adjustments to those that qualify.
- Report any suspicious and/or escalated activity to loss prevention.
- Assist train new hires with proper procedures for check ins/outs.
- Input room service orders and note any special food requirements.
- Deliver and set up amenities prior to guest check ins for special occasions.

**Global Reservations Sales & Customer Care**, May 2016 – August 2017  
*Marriott*, Doral, FL

- Handled incoming/inbound reservations calls for Marriott Brands from international markets
- Interacted with other company entities when additional support was needed to assist callers
- Created reward reservations for Elite/Loyal Clients for Marriott International defined as Marriott Rewards members; accessed members' accounts, applied account numbers, attached points/e-certificates to reservations and confirmed/secured reservations
- Achieved sales conversion of calls to confirmed reservations at 38% average to required goal of 35%
- Successfully cross sold sales from one Marriott property to another at an average rate of 25%
- Reviewed arrivals noting special requests for leisure stay and room blocks
- Used suggestive selling techniques to sell rooms and to promote other services of the hotel
- Contributed to initiatives to develop business, improve staff skills, and guest satisfaction

**Social Media & Customer Service Intern**, February 2012 – March 2013  
*Stance Collection*, Miami, FL

- Assisted in the maintenance of company social media platforms, including Facebook, Twitter, and the company blog, to increase product awareness and increase sales
- Processed online transactions and prepared orders for shipping to customers
- Researched and forecasted industry trends and provided strategies for new marketing ideas

**Executive Assistant**, June 2008 – January 2012

*The Griot / C.H.O.P.*, Miami, FL

- Provided Administrative and Executive support in various office environments
- Provided support to the Director and VP as well as task groups and committees
- Responsible for the organization and efficient processing of mailings to customers
- Utilized efficient and courteous customer service in all business settings
- Managed schedule and travel arrangements for company executives
- Acted as representative in meetings when necessary
- Analyzed the memos, letter and data before submission and then distributed them accordingly

**EDUCATION:**

**Miami Dade College**, Kendall, FL

**BUSINESS:**

**CEO/Creative Director of More Life (Apparel)**, Remote

## Interview Note Sheet

## General

Applicant Information					
Name: Sydonnie Denisur	Interviewer: Mitchalene Brown				
Date: 11/25/19	Rate of Pay: 7.25				
Position (s) Applied for: Banquet Server	Referred by: MiB Brown				

Job Experience						Status
Job	Hours	%	Job	Hours	%	
Server	/35	%	Bartender	/30	%	Full-Time
Prep Cook	/15	%	Barista	/10	%	
Grill Cook	/40	%	Cashier	/10	%	
Dishwasher	/10	%	Housekeeping	/16	%	Part-Time

Work Experience Summary			
Total of <u>3</u> Experience in Food Service/Hospitality			
Describe a time when you had to multitask, or work under pressure?  Able to multitask	How would you handle a disagreement/argument with a coworker?  Not confront	What do you do to go above and beyond and exceed your customer's expectations?  great customer service	Notes:  Banquet Server Experience at big hotels

P.O.S. Experience: <u>Y</u> <u>    </u> N details: _____	Transportation  Reliable	Regions Available to Work  Open														
Certifications (if any)  N/A	Availability  Open	Uniforms Owned  <table border="1"> <tr> <td><input checked="" type="checkbox"/> Bistro White</td> <td><input type="checkbox"/> Chef Coat</td> </tr> <tr> <td><input checked="" type="checkbox"/> Black Bistro</td> <td><input type="checkbox"/> Chef Pants</td> </tr> <tr> <td><input type="checkbox"/> Tuxedo</td> <td><input type="checkbox"/> Knives</td> </tr> <tr> <td><input type="checkbox"/> 1/2 Tuxedo</td> <td><input checked="" type="checkbox"/> Black Pants</td> </tr> <tr> <td><input type="checkbox"/> Black Vest</td> <td><input checked="" type="checkbox"/> Non-Slip Shoes</td> </tr> <tr> <td><input type="checkbox"/> Long Black Tie</td> <td><input type="checkbox"/> Bow Tie</td> </tr> <tr> <td><input type="checkbox"/> Other:</td> <td><input type="checkbox"/> Cut Glove</td> </tr> </table>	<input checked="" type="checkbox"/> Bistro White	<input type="checkbox"/> Chef Coat	<input checked="" type="checkbox"/> Black Bistro	<input type="checkbox"/> Chef Pants	<input type="checkbox"/> Tuxedo	<input type="checkbox"/> Knives	<input type="checkbox"/> 1/2 Tuxedo	<input checked="" type="checkbox"/> Black Pants	<input type="checkbox"/> Black Vest	<input checked="" type="checkbox"/> Non-Slip Shoes	<input type="checkbox"/> Long Black Tie	<input type="checkbox"/> Bow Tie	<input type="checkbox"/> Other:	<input type="checkbox"/> Cut Glove
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Recommendations  Acrobat Academy  Lead Academy	Other Languages Spoken  _____															

**Multiple Choice**

C

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

B

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

D

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

B

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

D

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

D

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 dinning 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**

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

A Queen Mary

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)

E Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

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

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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