

Demetrial Faciane

Hospitality specialist

Los Angeles, CA

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Work Experience

Server

Sherwood Country Club - Thousand Oaks, CA

October 2019 to Present

greet and serve guests, provide customer service, attend to guests.

Hostess

Mastro's Ocean Club - Malibu, CA

September 2019 to September 2019

walk guests to their tables, make reservations, answer phone calls.

Server

Dames and Games - Van Nuys, CA

January 2015 to February 2019

Accomplishments

Providing great customer service to customers.(hospitality services)

- Worked at a bar
- Handled a high volume of customers regularly
- Welcomed guests as they arrived
- Took orders
- Checked on guests frequently

Executive Assistant

Makelt Media - Woodland Hills, CA

December 2015 to July 2016

Responsibilities

support, answer phones, file and manage paperwork, mail letters and purchase office supplies; coordinate meetings, prepare reports and other confidential materials, arrange travel, manage expenses and train other support staff.

Skills Used

organizing, social, management,

Server/Hostess

Blue Zebra - North Hollywood, CA

January 2007 to December 2015

Responsibilities

Serve non-alcoholic beverages

Skills Used

Providing excellent customer service

Server/Hostess

Dames n' Games (Downtown) - Los Angeles, CA

September 2012 to March 2014

hospitality service , entertainer

- handled a high volume of customers
- welcomed guests as they arrived
- checked on guests frequently

Executive Assistant

Vanguard Energy Corp - Century City, CA

November 2007 to December 2008

Responsibilities

support, answer phones, file and manage paperwork, mail letters and purchase office supplies; coordinate meetings, prepare reports and other confidential materials, arrange travel, manage expenses and train other support staff.

Skills Used

organizing, social, management

Server/Waitress

Grand Lux Cafe - Los Angeles, CA

December 2006 to August 2007

Responsibilities

Serve non- alcoholic and alcoholic beverages, serve food

Skills Used

Customer care and services

- Worked at a restaurant
- Handled a high volume of customers regularly
- Greeted guests
- Took and memorized orders
- Served food
- Checked on guests frequently
- Cleared tables
- Processed transactions
- Cleaned and sanitized restaurant

Server/Waitress

Winghouse - Dallas, TX

June 2006 to December 2006

Responsibilities

Serving

Skills Used

Customer service

- Worked at a restaurant
- Handled 30-40 tables daily
- Greeted guests
- Took food and drink orders
- Served meals
- Checked on guests frequently
- Bussed tables
- Handled money
- Swept, mopped, and prepared for guests

Server/Waitress

Olive Garden - Irving, TX

March 2006 to June 2006

Responsibilities

Serving food and drinks

Skills Used

Customer service

- Worked at a restaurant
- Handled 40-50 tables daily
- Welcomed guests as they arrived
- Took food and drink orders
- Served meals
- Checked on guests frequently
- Cleared tables
- Managed cash, check, credit orders
- Maintained a clean work area

Server/Waitress

Hooters - Irving, TX

December 2005 to March 2006

Responsibilities

Serving food and drinks

Skills Used

Customer service

- Worked at a restaurant
- Handled a high volume of customers regularly
- Welcomed customers as they arrived
- Took orders
- Served food
- Checked on customers frequently
- Bussed tables
- Set up payments by POS
- Kept the restaurant clean and sanitary

Hostess

California Pizza Kitchen - Studio City, CA
September 2005 to December 2005

Responsibilities

Show customers to their seats

Skills Used

Customer care and services, make reservations, answer phones

- Answered all telephone calls
- Coordinated seating and organized reservations
- Greeted customers
- Accommodated and managed private parties
- Took customer to-go orders
- Upheld a high standard of customer service
- Monitored training of new employees

Server/Waitress/Hostess

Hustler Club - New Orleans, LA
August 2005 to August 2005

Hurricane Katrina is this reason I no longer worked here at the time.

Responsibilities

Serve non and alcoholic beverages, serve food

Skills Used

Customer service

- Worked at a bar
- Handled a high volume of customers regularly
- Welcomed guests as they arrived
- Took orders
- Checked on guests frequently
- Bussed tables
- Set up payments by POS
- Kept the restaurant clean and sanitary

Server/Waitress

Red Fish Grill - New Orleans, LA
January 2004 to August 2005

Responsibilities

Serve food and drinks

Skills Used

Customer care and services

- Worked at a restaurant
- Handled a high volume of customers regularly
- Welcomed guests as they arrived
- Took orders
- Served food

- Checked on guests frequently
- Bussed tables
- Set up payments by POS
- Kept the restaurant clean and sanitary

Server/Waitress

Stingray's Bar & Grill - Kenner, LA

January 2004 to January 2005

provided excellent customer service

food and drinks knowledge

- Worked at a restaurant
- Handled 40-50 tables daily
- Welcomed guests as they arrived
- Took food and drink orders
- Served meals
- Checked on guests frequently
- Cleared tables
- Managed cash, check, credit orders
- Maintained a clean work area

Sales Associate

Old Navy - Kenner, LA

February 2003 to January 2004

Responsibilities

Sales, organizing merchandise, cashier

Skills Used

Customer service

- Worked as team lead
- Greeted customers in a friendly manner
- Assisted an average of 100 customers per day
- Answered customer questions
- Communicated with customers over the phone
- Responsible for resolving all customer complaints
- Processed customer transactions
- Handled returns and exchanges
- Maximized sales transactions
- Monitored inventory
- Organized new merchandise
- Responsible for general cleaning
- Helped ensure customer satisfaction

Sales Associate

Limited Too - Kenner, LA

April 2002 to February 2003

- Responsible for the clothing department
- Answered incoming calls
- Conducted credit card transactions through POS System

- Placed orders
- Educated customers about clothing
- Up-sold customers
- Completed an average of 250 transactions per day

Education

Theater Arts in Scene study, Cold Reading, Improvisation, Soap Study

TVi Actor's Studio - Los Angeles, CA

January 2005 to January 2006

High school or equivalent in Psychology

Oliver Perry Walker - New Orleans, LA

August 2000 to May 2004

Skills

- serving, computer skills,sales, acting, marketing and promotions, modeling, social, organizing, multitasking (10+ years)
- Hostess
- Waitress
- Restaurant Server
- POS
- Server
- Customer Service
- training
- Sales

Certifications and Licenses

Food Handler Certification

Additional Information

I am goal oriented, quick on my feet, easy to learn qualities, motivated, teamwork oriented and responsible leadership skills, seeking work experience and professional development opportunities.