

# Joseph Zapata

San Diego, CA 92114

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I have years of experience in customer service always try my best to aim high when helping out a customer/guest. I have 3 years of experience in management in a restaurant and gift shops.

Authorized to work in the US for any employer

## Work Experience

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### **Front Desk Agent**

Grand Colonial Hotel - La Jolla, CA

October 2022 to Present

- Performing all check-in and check-out tasks
- Managing online and phone reservations
- Registering guests collecting necessary information (like contact details)
- Money handling
- Computer skills

### **Team Lead**

San Diego Zoo - San Diego, CA

November 2019 to October 2022

- Managed and oversaw small groups of 15-20 for main restaurant and surrounding food carts: key holder, cash management, delegating job tasks
- Prepared concession food for surrounding food carts
- Provided fast and efficient cashier service for guests

### **Front Desk Agent**

Hilton - San Diego, CA

July 2018 to November 2019

- Money handling
- Interacting with guests
- Guest service
- Stocking up products
- Checking in and checking out
- Answering emails and phone calls
- Helping guests with any products they might need
- Computer skills

## Education

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### **N/A in N/A**

San Diego Charter School - San Diego, CA

## **Some high school**

### Skills

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- Food Service
- Guest Services
- Food Preparation
- Serving Experience
- Food Safety
- Cleaning Experience
- Food Handling
- Retail Sales
- Merchandising
- Cash Handling
- Cashiering
- Customer service
- Kitchen Experience
- Meal Preparation
- Food Production
- Busser
- Restaurant Management
- Restaurant Experience
- Host/Hostess
- Cooking
- POS
- Coffee Experience
- Shift Management
- Barista Experience
- Kitchen Management Experience
- Microsoft Word
- Management
- Upselling

### Languages

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- Spanish - Fluent