

# Kenneth Ugarte

## **Service begins with a smile.**

Palm Springs, CA 92262

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A caring and genuine person who enjoys helping others.

Authorized to work in the US for any employer

## Work Experience

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### **Guest Service Agent**

We Care Spa - Desert Hot Springs, CA

July 2022 to January 2023

Set the pre-arrival tone and inspire guests to embark on their holistic journey to greater health. Demonstrate an ability to focus on the guest's needs at all times. Attention to detail and follow-through, computer skills, superior phone and communication skills, and a team-oriented approach to customer service. Trained on every aspect of the We Care Spa Program and our customized Spa treatments to convey their significance. Primary responsibilities included:

- Describe Program and Spa experience vividly, accurately and sincerely, inspiring guests to reserve.
- Function as the public voice of the business as the primary telephone attendant.
- Correspond with guests through phone calls and emails. Comfortable at hospitality-focused sales strategies, including high conversion of call volume.
- Project genuine warmth and concern with a natural ability to direct the conversation to spark excitement.
- Candidates must be engaging, persuasive, and great on the phone.
- Actively fill cancellations to ensure 100% occupancy at all times.
- Confidentiality of guest information, including credit cards and contact information.

### **Server**

Oscars - Palm Springs, CA

July 2021 to June 2022

- Responsible for taking accurate food orders.
- Maintaining a clean work area.
- Setting up dining area i.e. tables, chairs, chair covers, table settings in accordance with seating chart and reservation list.
- Catering high profile events for guests such as Dionne Warwick, Priscilla Presley and Melissa Manchester.
- Having sufficient knowledge of daily specials, lunch/dinner menu, brunch menu and drink menu i.e. menu items, prices, ingredients, allergies/dietary options.
- Working as a shift lead, overseeing side work, assigning sections.
- Serving/Bartending during lunch hours.
- Participating in friendly competitions promoting sales.
- Handling a high volume of guests.

## **Busser/Host**

Trio - Palm Springs, CA

March 2021 to September 2021

- Promoted to Host
- Trained new employees.
- Assisted with BOH when needed.
- Catered an event for CV Harvest.
- Responsible for making reservations.
- Set up tables for special events.

## **Caregiver**

County of Riverside - Banning, CA

June 2017 to January 2020

- Employed as a disabled caregiver
- Assisted client with Activities of Daily Living (ADLS)
- Responsible for driving client to appointments, grocery stores, retail stores, gas stations etc.
- Making sure client is taking medication at the correct time.
- Cleaning indoor and outdoor area of the client.
- Assisting with laundry cleaning and meal prep.

## **Server/Barista**

Cafe Latelier - Palm Springs, CA

October 2015 to July 2017

- Responsible for making espresso drinks such as cafe mocha, latte, cappuccino etc.
- Making side dishes such as fruit tartar, fries, bread, salad.
- Baking a variety of quiches i.e. lorraine, champagnerde, vert, provencale.
- Training new employees.

## **Guest Service Manager**

East Canyon Hotel and Spa - Palm Springs, CA

August 2016 to June 2017

- Responsible for making reservations and creating a personalized itinerary.
- Making reservations for spa treatments, dinner, flower deliveries, champagne delivery.
- Creating guest folios for arrival.
- Mixing alcoholic beverages for guests.
- Setting up breakfast bar.
- Scheduling employees, massage therapists, estheticians.
- Negotiating wage increases.
- Overseeing transition of ownership and company changes.
- Hiring new employees.
- Creating a streamlined reservation system equipped with all company information, guest folios, automated emails, rates, tax rates etc.
- Training new employees.

## **Sales Associate**

Brandini Toffee - Palm Springs, CA

February 2016 to January 2017

## Education

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### **High school Diploma**

Canyon Ridge High School - Hesperia, CA

## Skills

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- Restaurant Experience
- Coffee Experience
- Cash Handling
- POS
- Bartending

## Languages

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- Spanish - Fluent

## Certifications and Licenses

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### **Food Handler**