

# Lacey Sponsler

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Authorized to work in the US for any employer

## Work Experience

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### **Server**

Trinity Woods-Tulsa, OK

July 2023 to April 2024

Demonstrated ability to lead and motivate great healthcare teams.

Provided friendly and attentive services and exceptional hospitality.

Set dining tables according to type of event and service standards.

Consistently offered professional, friendly, and engaging service.

### **Assistant Manager**

Evolution Wireless (Metro PCS)-Tulsa, OK

December 2022 to July 2023

Maintain monthly database management, sales goals and quotas by consistently adopting to changes in promotions, rules, prices, and industry trends.

Discovered new ways to connect to customers on a personal level which creates warmth and enthusiasm.

Utilize RTPOS, Edge, and excel.

Consult with new and existing customers in order to determine their wireless needs and create sales opportunities.

### **Server**

ZIO'S ITALIAN KITCHEN-Tulsa, OK

February 2019 to December 2022

Pioneered appetizer sales contest which generated additional 20% in sales and cultivated an environment of friendly competition and teamwork between colleagues.

Enhanced customer experiences by actively listening to customer needs and orders.

Promote positive environment and exceptional customer satisfaction through successfully anticipating customer needs and providing quality communication.

### **Front Desk Clerk**

Sleep Inn & Suites-Tulsa, OK

January 2019 to October 2020

Prospected for new business, while maintaining and nurturing old customers and accounts.

Work closely with the Revenue Manager to ensure proposed rate negotiates meet the hotel's goals and also to ensure the proper distribution of room sales across various market segments.

Database and clerical management.

Making updates, reserving rooms, and processing bills in the PMS and POS systems.

### **Sales Manager**

Server's Plus-Tulsa, OK

February 2017 to January 2019

Developed company generating \$4k/month upon employment. Within 6 months, I tripled our revenue by creating an online presence.

Monitored budgets and payroll records, and reviewed financial transactions to ensure that expenditures are valid.

Analyzed sales reports and worked collaboratively with the team to develop effective marketing strategies.

Ability to maximize revenue by inspiring and motivating your team empathetically.

### **Restaurant Supervisor**

DoubleTree by Hilton-Fort Smith, AR

January 2016 to January 2017

Maintained schedules, prepared work records and reported information, such as employee time and wages.

Conducted staff meetings to address specific topics, such as safety and incentive programs.

Capability to identify the issue and analyze strategically the best method needed to solve problem.

Assessed training needs of staff and arranged for or provided appropriate instruction.

## Education

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### **Bachelor's in Hotel and Restaurant Administration**

Oklahoma State University - Stillwater, OK, US

January 2006 to May 2012

## Skills

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- Strategic planning
- Serving Experience
- Budgeting
- Management
- Payroll
- POS
- Office Management
- Training & Development
- Forecasting
- Accounts Receivable
- Revenue Management
- Sales Management
- CRM Software
- Account Management
- Marketing
- Event Planning
- Business Development
- Bartending

- Hospitality
- Cash handling
- Shift management
- Communication skills
- Negotiation
- Analysis skills
- Restaurant experience
- Food industry
- Customer service
- Culinary experience
- Team management
- Food safety

## Certifications and Licenses

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### **Food Handler Certification**

### **Driver's License**