

5/10/12
Thursday @
10:00 AM

MARLENE CORTES

1270 E. Bell Ave.
Anaheim, CA 92805
714-400-4160
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PROFILE

Dedicated and personable employee experienced in providing exceptional customer service while adapting to different tasks and working well with others; takes direction well and is ready to learn .

- Dedicated to ensuring customer satisfaction by being friendly and efficient.
- Known to be a very enthusiastic worker that others can count on if they need help.
- Exceptional interpersonal and teambuilding skills.

EXPERIENCE

EDIBLE ARRANGMENTS, Orange, CA

Independently owned and ran.

Delivery Driver: 03/12 to present

- Help produce, arrange, and wrap the edible bouquets proficiently, with care and always making sure the customer will be satisfied with our product.
- Organize and map out delivery routes in a manner that's quick and efficient.
- Serve each customer to the upmost with proactive service by offering suggestions, upgrading the order, and always inviting them back.
- Ensure that my coworkers and I help and work well with each other to have the best running business by having strong communication amongst ourselves and simple treating each other with respect.

PELICAN HILL RESORT, Newport Beach, CA

Rated number one resort in all of the U.S.

Private Bar Attendant: 08/11 to present

- Responsible for taking care and checking each mini-bar in arriving, departing and occupied rooms within time constraints. Many times servicing up to even 100 rooms per day.
- Trusted to be continuously working on a task and efficient, being that very little managerial supervision is available through out the day.
- Worked well with coworkers; this department called for strong communication with each other and having to rely heavily on everyone doing their part.
- Interacted with a diverse range of guests in a friendly, engaging manner. Making sure my service was always up to standards with the values of the resort.

PELICAN HILL RESORT, Newport Beach, CA

Rated number one resort in all of the U.S.

Food Runner/ Server-in-training: 06/11 to present

- Knowledgeable of the menus, napkin folds, place setting of the tables and the proper way of handling food.
- Always anticipated the needs of the guest; making sure they had everything they needed to enjoy their experience on the resort.
- Took care of multiple tasks at a time; expected to be able to handle a wide range of serving orders or picking up trays, depending on my role that working day.
- Making sure the working area was always clean and up to standards of the health codes.