

5/10/12  
Thursday  
10:00 AM

## MARLENE CORTES

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

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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.

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### EXPERIENCE

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#### **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 constrains. 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**

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##### **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.