

Laura Zimmerman

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SUMMARY: 10+ years in customer service including food and beverage, hospitality and childcare. Experience in administration.

#### EDUCATION

1998-2002 General Education, Alameda High School

2002-2006 California State University, Long Beach

BA Degree in Theatre Arts with an Emphasis in Performance

#### EMPLOYMENT

June 2012 - present

Server, Got Kosher Cafe, Los Angeles, Ca

Waiting tables, counter duties, register and phone responsibilities as well as food display and presentation.

\$10/hr. + tips

June 2011 - February 2012

Lobby Lounge Server, Fairmont Miramar Hotel and Bungalows, Santa Monica, Ca

Waiting on in-house guests and visitors, side work, barista duties and occasional pool serving when needed, with the intention of turning moments into memories.

Minimum wage + tips

February 2011 - June 2011

Guest Services Agent, Cavallo Point - The Lodge at the Golden Gate, Sausalito, Ca

Making walk-in reservations, check ins and outs, room blocking, concierge duties including transportation and room amenities, PBX training including answering busy phone lines and connecting guests, folio billing, using the copy and fax machine and handling guest issues.

\$14.50/hr.

November 2009 – January 2011

Childcare Provider, Rent-A-Parent, Tiburon, Ca

Providing creative, fun and safe childcare for kids ages 0–14 years old.

\$16/hr. and up

April 2009 – October 2009

Front Desk Agent, Terranea Resort, Rancho Palos Verdes, Ca

Making reservations, check ins and outs, concierge duties, answering busy phone lines, billing, using copying machine, faxing, giving room and property tours and handling guest issues.

\$14/hr.

November 2007 – February 2009

Ministry Coordinator and Children's Leader, Wayfarers Chapel, Rancho Palos Verdes, Ca

Office duties including answering and returning calls, filing, organizing, creating, copying and faxing documents, MS Word, website maintenance, typing 44wpm, as well as coordinating, planning and facilitating Wayfarers Chapel Special Events for children.

\$14/hr.

September 2007 – August 2008

Server, The Comedy and Magic Club, Hermosa Beach, Ca

Serving customers food and beverage before and during the show, ensuring guests a fun and positive experience. Banquet and buy-out expertise.

Minimum Wage + tips

#### REFERENCES

310-319-3111	Matthew Lehman – Fairmont Miramar Director of Food and Beverage
415-339-4700	Michael Hoops – Cavallo Point Front Office Manager
415-435-2642	Diana Chiarabano – Rent-A-Parent Agency Owner
310-906-6152	Paula-Anne Sherron – Friend of four years