

Hospitality Experience and Your Resume

COLLEGE OF CHARLESTON CAREER CENTER

SAMPLE DESCRIPTIONS

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THINGS TO REMEMBER . . .

- ⌘ Yes, this job CAN be relevant and useful on your resume, but you have to work to make it that way!!
- ⌘ Think of the skills, knowledge, and abilities you used; do not just recall the daily tasks or write down your boring job description.
- ⌘ Most hospitality jobs are in a team work environment- include collaboration and communication skills you used and gained.
- ⌘ If applicable, use numbers to describe responsibilities and experiences. Example: Number of customers, dollar amount of inventory or sales, number of employees supervised, etc.
- ⌘ Were you promoted or recognized for your work? Did you assist in hiring or training new employees? These are examples of relevant milestones to mention.
- ⌘ You don't necessarily have to include EVERY previous position on your resume. Keep the longer and/or most relevant positions.

KEY WORDS / PHRASE S



Customer Service
Reconciled
Marketed
Rapport
Formatted
Provided
Maintained
Co-coordinated

Fast-paced environment
Assisted
Cultivated
Trained
Team members
Customer satisfaction
Planned
Formatted

Aided
Managed/Supervised
Generated new business
Collaborated
Delegated
Operated
Demonstrated
Communicated

Sample Descriptions for Food and Beverage Positions

Servers' Assistant, Boathouse Restaurant, December 2013- June 2015

- ⌘ Worked effectively with restaurant team members ensuring customer satisfaction in a fast-paced environment
- ⌘ Trained new employees on responsibilities and general safety procedures
- ⌘ Assisted Executive Chef with expediting orders; selected to fulfill expediting duties in chef's absence
- ⌘ Effectively communicated with management, front and back of house staff, and customers, in order to ensure smooth operations

HOST/SERVER, 82 QUEEN, CHARLESTON, SC

August 2012-Present

- As ambassador of high-end nationally recognized restaurant, manage the flow of 11 dining rooms and ensure excellent customer service in greeting and retaining customers.
- Manage phone lines, control seating chart, welcome, serve and follow up with customers and provide superb overall assistance in fast-paced environment.

Server, Daniel Island Grill, September 2012- January 2015

- Assisted in creating a high-end dining environment and pleasurable experience for all restaurant guests
- Selected to train new employees on policies and procedures
- Provided excellent customer service in fast-paced work environment
- Managed and reconciled individual daily sales between cash and Point of Sale computer system

Hostess, Fish Restaurant [Charleston, SC]

July 2014- May 2016

Greeted guests and managed reservations and nightly seating charts in OpenTable

Worked in fast-paced, consumer interactive environment

Atlantic Restaurant, Sullivan's Island, SC

Cook and Cold Foods Preparer, May 2013- March 2016

- ❖ Performed under Master Chef for 8 months
- ❖ Prepared and plated food for daily dining hours
- ❖ Assisted in preparation for catering events of 50-100 guests

Starbucks, January 2014- present

Barista, Charleston, SC

- Improve customer service by creating a positive environment for high-volume store frequented by college students and tourists to the Charleston area
- Organize and manage store and product orders
- Assist in training new partners in customer service, policies and procedures

Sample Descriptions for Retail Sales

Sales Associate, Handpicked, Charleston, SC

May 2012- January 2015

- Maintained relationships with existing customer base and established new clients
- Oversaw cash management and inventory control
- Exceeded sales goals by 30% consecutively during store promotions
- Maintained overall appearance and cleanliness of store

Victoria Secret

Mt Pleasant, SC

Sales Associate

January 2013- May 2014

- ◆ Maintained thousands of dollars of inventory daily, ensuring product quality and preventing internal and external shrink
- ◆ Independently initiated sales, achieving personal, team, and store goals
- ◆ Worked with head managers to implement visual merchandising plans
- ◆ Acted as customer service representative and worked with staff on customer service issues
- ◆ Performed person to person sales and successfully up sold high-end merchandise

Assistant Store Manager, Banana Republic, Charleston, SC

March 2012 - Present

- ♣ Format store layout and merchandising and design window displays in order to attract customers
- ♣ Coordinate a summer sale with promotions that increased sales volume by 25%
- ♣ Synthesize large orders into the computer system which enables customers to receive orders quickly and efficiently
- ♣ Develop customer relationships through interaction and feedback
- ♣ Train and supervise employees in computer system, daily operations, and project management

East Bay Deli

Charleston, SC

April 2014- Present

Store Clerk/Cashier

- Process cash and credit transactions via cash register
- Maintain overall appearance and cleanliness of store
- Provide excellent customer service in a fast and friendly manner
- Collect, count, and record income and reconcile shifts
- Complete end-of-day receipts and deposits for drop-off in bank night drop

Sample Descriptions for Hospitality and Tourism

Guest Service Agent, Kiawah Island Resort, June 2014 –September 2015

- Assisted guests in check-in and check-out procedures, including rate and statement adjustments, room transfers, and orienting them to resort amenities
- Served guests by assisting with needs such as travel directions, dining reservations, activity opportunities, and resort/community information
- Communicated needs and coordinated efforts with maintenance, housekeeping, property management, and other areas of the resort staff
- Addressed and solved customer concerns, using critical thinking skills and team collaboration

Sport Management Intern, Charleston Riverdogs

Summer 2014

- + Planned, operated, and set up game day recreation activities to promote family atmosphere
- + Provided ticket sales and assisted in customer service
- + Recorded game day attendance and statistics
- + Organized accounting operations, payroll, and bill paying on a bi-weekly basis
- + Assisted in planning and operating children's summer camp

Charleston Food + Wine Festival, Charleston, SC

Event Planner, January 2014- Present

- ❖ Organize and collaborate with volunteers to plan venue layout, identify retail needs, and organize vendors
- ❖ Serve as a liaison between approximately 300 vendors and the staff of the festival
- ❖ Create and distribute all promotional materials: flyers, posters, commercials, on-line, and print advertisement
- ❖ Draft proposals and negotiate contracts for regional vendors
- ❖ Organize and oversee set-up of high-end corporate events and festivals

Charleston Tours, Inc., Charleston, SC

Tour Coordinator and Tour Guide

May 2012- Present

- Organize tours and schedules for tour guides, coordinating the changing needs and demands of the tourism business
- Oversee the training of tour guides and implementation of city policies
- Collect revenue, process daily sales, calculate, and distribute payroll

Everlasting Tan Club**Charleston, SC****April 2015- May 2016*****Sales Manager/ Sales Associate***

- Maintained customer satisfaction through strong interpersonal communication skills
- Organized daily and weekly sales reports to keep updated information for bookkeeping purposes
- Drafted weekly employee schedules and resolved scheduling conflicts
- Assisted customers with contracts, updating information, sale of products, and use of equipment

Customer Relations, Charleston Marina, Charleston, SC**May 2014 - present**

- ❖ Develop relationships with members and clients traveling through the Marina
- ❖ Assist transient slip-holders with background information about Charleston and attractions in the area
- ❖ Enter client information in a computer database upon arrival and run reports for management