

Nellie



EXPERIENCE

[REDACTED] Cruise Lines, [REDACTED] **Hawaii-Server/Hostess**

June 2024-November 2024

- Greeted guests -Provided attentive customer service to all guests -
- Maintained cleanliness and readiness of tables to minimize customer wait times -Provided guests with the days specials before taking orders -
- Communicated with kitchen staff to ensure a timely and clear plan -
- Checked guests into the restaurant/ showed them to the desired table -
- Made desired reservations for restaurants - Answered phone calls about any restaurant questions -Assisted training new servers, and sharing knowledge -Planned the nightly seating arrangements, accommodating big groups into the system -Worked 7 days/week for 6 months

[REDACTED] - Montello, WI **—Server/Bartender/Beverage cart attendant**

April 2022- November 2023

Started as a server for 3 months then got promoted to bartender/beverage cart attendant.

- Greeted customers,showed them to their tables
- Took food and beverage orders
- Made beverages
- Handled different liquors
- Restocked liquors/beer
- Sold shots/shooters
- Cleaned off tables
- Provide excellent customer service to to guests
- Communicated with bartenders and cooks about orders
- Handled cash and card transactions
- Drove bev cart

[REDACTED] - Montello, WI — Customer service representative

June 2021 - November 2023.

- Answered phones
- Scheduled appointments
- Addressed questions for customers
- Counted drawer down, handled cash and card payments
- Data entry into company system

SKILLS

- Customer service
- Work well with others
- Upbeat personality
- Dependable
- Conflict Resolution
- Trainable
- Ability to multitask
- Strategic
- Attention to detail
- Decision making
- Leadership
- Organized
- Active listening
- Always clean

[REDACTED] - Montello, WI — Assistant teacher

January 2023 - November 2023

- Checked children in and out
- Prepared children breakfast, lunch, and snacks
- Made sure kids were always in a safe space and always being kind to each other
- Built consistent schedules for the children
- Organized rafts for the children to put together

[REDACTED] -Madison wi

April 2023-June 2023

- Guided planes in and out
- Sorted baggage
- Unloaded and loaded planes
- Cleaned planes
- Did planes security search

[REDACTED] -Montello, WI- Customer service representative

April2019-October 2021

- Checked campers in and out
- Took food orders
- Cook and prepare food
- Handled cash and card payments

EDUCATION

[REDACTED] high school, Montello wi— High school diploma

- Volleyball captain
- Basketball captain
- Softball captain
- Completed ABC Bartending school