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Fayetteville, AR



SKILLS

Customer Service

Strong work ethic

Attention to detail

Clear communicator

Works well under pressure

Punctual

Patient

Works well with others

Leadership

Writes clearly and concisely

Flexible team player

Adapts quickly

Passion for work

EDUCATION

BACHELOR OF ARTS

Advertising and PR

University of Arkansas

2013-2017

BACHELOR OF SCIENCE

Hospitality Management

Minor in Marketing

University of Arkansas

Graduation: 12/2018

STUDY ABROAD

University of New Orleans

Innsbruck, Austria

Summer 2014

Louisiana State University

Baton Rouge, LA

08/11-05/13

ALDEN E. SULLIVAN

ADVERTISING, PR, AND HOSPITALITY

WORK EXPERIENCE

SERVER

Theo's/ Fayetteville, AR

3/18-present

- Provided excellent customer service to a fast-paced and high-end restaurant
- Maintained an organized and clean work environment
- Trained new employees on procedures and work place culture
- Assisted all coworkers with keeping all tables clean, satisfied, and taken care of at all times

ASSISTANT BAR MANAGER

The Roost Roadhouse Lounge/ Fayetteville, AR

8/17-present

- Assisting with ordering and inventory, maintaining and stocking all bar items
- Addressed complaints and resolved problems
- Ensured all opening and closing duties were performed
- Oversee accurate cash-up procedures and ensure necessary paperwork is complete

FRONT OF HOUSE LEAD/ BARTENDER/ SERVER

Springdale Country Club/ Springdale, AR

9/15-3/18

- Hired and trained new staff regarding the restaurant's procedures, cultures, and practices
- Maintained a level schedule for all front of house employees
- Ordered and tracked inventory of alcohol on hand
- Implemented new systems for side work and training
- Provided banquet services for private parties and special events
- In charge of delegating closing duties, handing all cash and credit card purchases, filing paperwork, and locking up

OTHER EXPERIENCE

EVENT AND RENTALS INTERN

Botanical Gardens of the Ozarks/ Fayetteville, AR

5/18-present

- Point person for many events including weddings, reunions, baby showers, and meetings
- Assisted Events Manager talking to all of the clients to make sure all of paperwork and deposits were ready leading up to the event
- Joined in on sales and planning meetings for many events and weddings
- Set up, worked, and broke down many large garden events as well as small meetings and weddings

EVENT STAFF

Bates Events/ Fayetteville, AR

Summer 2018

- Assisted with many different types of events including Walmart Shareholder and PepsiCo meetings
- Worked with large corporations to make sure their promotional events went smoothly
- Worked together with a team to have events organized and executed well