

# EXAMPLE RESUME



**BETTER  
WORK**

## **Jalisa M. Gates**

address, Columbus, GA 31907

email address / mobile number

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### **Professional Summary**

Years of experience in the hospitality industry make me a great candidate for a hotel or restaurant. A strong work ethic allowed me to rise from executive housekeeper to front desk manager, and front desk service taught me valuable customer service skills.

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### **Education & Certifications**

**ServSafe Food Handler Certification**, National Restaurant Association

**First Aid/CPR Certification**, The American Red Cross

**High School**, Central High School Diploma

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### **Experience**

#### **Cook and Server**

*Stewart Community Home, 11/2016 – Current*

- Prepare lunch and dinner for residents
- Serve meals
- Clean and put away dishes following service

#### **Front Desk Manager**

*Hawthorn Suites by Wyndham, 8/2008 – 10/2016*

- Responsible for maintaining quality customer service
- Operated POS system
- Answered multiple phone lines
- Oversaw credit and debit card transactions
- Assisted guests with phone reservations
- Created and distributed employee work schedules
- Handled customer complaints
- Assisted the general manager with budgeting and invoicing

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### **Community Activities**

**Ronald McDonald House**, Prepared Meals for families

**Habitat for Humanity**, Volunteer

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### **Skills**

High Productivity • Multitasking • Optimistic • Leadership • Interpersonal Skills  
• Problem Solver • Team Player

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