

STEPHEN MORENO

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EXECUTIVE SUMMARY

Conscientious, hard-working individual with excellent customer service skills. Seeking permanent position in the hotel industry. I take great pride in exceeding customer expectations to earn their loyalty, repeat business and recommendations to new customers. I treat each customer interaction as an opportunity to provide a personalized, courteous and warm experience. I've received numerous letters of recognition based on client testimonials regarding my high quality customer service. I enjoy being part of a great team. Graduate of the University of Colorado – Boulder with a BA in Theatre in 2013.

PROFESSIONAL EXPERIENCE

COURTYARD MARRIOTT, LOUISVILLE, CO

August 2014 – Present

Bistro Server

- Greet guests and explain the Bistro offerings.
- Prepare and serve food and beverages to guests.
- Prepare Starbucks coffees.
- Resolve customer concerns promptly and to their complete satisfaction.
- Personally ensure that each customer experience is appreciated and exceeded expectations.

HOME DEPOT, LONE TREE, CO

May to August, 2014

Cashier and Department Associate

- Serve customers efficiently while maintaining cash accuracy of the register. Balance register daily with 100% accurate reconciliation history.
- Ensure clients find the products and services they need. Coordinate with appropriate departments to match client needs with service experts.
- Rotating Department Associate as needed: Garden Department, Key Department.
- Left Home Depot to accept full-time position in the Hotel industry.

SAFEWAY, CENTENNIAL, CO

October 2013 to May, 2014

Deli Clerk and Cashier

- Engage with clients to understand what they are looking for, provide information and make suggestions as appropriate. Cross- sell other items as appropriate.
- Review product sales with manager and make recommendations about next day deli-offerings.
- Recognized by management for outstanding customer service.

EARL'S RESTAURANT, LONE TREE, CO

May to September, 2013

Host and Table Service

- Greet customers and provide welcoming environment to the clients.
- Speak with clients to listen for special occasions or cues to pass along to the wait staff such as birthdays or anniversaries, to provide a memorable customer experience.
- Personally thank each customer for their business and ensure that their experience was completely satisfactory. Report any concerns to management.
- Left to accept a higher paying position with Safeway.

WORK EXPERIENCE WHILE IN SCHOOL:

Between 2009 and 2013, I worked at a number of companies to help pay for my education including: CU Bookstore, 24 Hour Fitness, Borders, and the University of Colorado Dining Facilities and Teletech.

SKILLS

Customer Service, Cashier, Data Entry, Microsoft Office

PERSONAL

I enjoy running, working out, playing chess, reading and going to concerts. I've run the Bolder Boulder 6 times and also the Denver Rock & Roll Half Marathon 2 times.