

Jillian Kozak

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808-597-7961

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Qualifications:

- 11+ years of hospitality and face-to-face customer service experience
- Superb interpersonal and communication skills with exceptional ability to engage with customers in professional, friendly and efficient manner.
- Great at multitasking, staying organized, resolving problems and complaints; excellent phone and in-person demeanor
- Able to provide administrative support including: maintaining records, word processing, typing 70 wpm, 10-key by touch, gathering data, facilitating communication, social media, marketing and public relations

Experience:

Server, Snow King Mountain Resort, Wyoming 2014-2015

- Served dinner and lounge areas during peak season
- Upsold to guests to raise cover average -Memorized specials, recommended wine pairings, created memorable dining experiences for guests

Server, Metate Room, Mesa Verde National Park, Colorado 2014

- Served dinner with fine dining standards
- Memorized specials, ingredients and preparation styles
- Completed all FOH responsibilities associated with opening/closing

Executive Administrator/Head Server, La Bella Vita, Temecula, California 2013-14

- Developed training materials and enforced standards of service
- Found market leads, booked parties, private events; reliable and efficient point of contact; provided clerical support, input data prepared for presentations
- Helped manage payroll, write schedule, and develop vendor/marketing relations
- Possessed excellent oral and written communication skills

Server, Alan Wong's Amasia, The Grand Wailea, Hawaii 2012-13

- Delivered fine-dining standards of service in a fast-paced, high-pressure environment
- Worked special events, nights, holidays and weekends; Upsold to guests, recommended wine and food pairings

Hospitality Manager, Hawaii Eco-Hostel, Pahoehoe, Hawaii 2011

- Managed volunteer work shifts, guest bookings and tours
- Assisted guests and volunteers with travel needs, including airport pickups, bookings, reservations and other coordination

Server, Midlothian Country Club, Midlothian, Illinois 2004-2010

- Served breakfast, lunch, dinner, private parties, special events, golf outings, weddings

Education: B.A., English & Journalism, May 2009 Northern Illinois University