

Jarred Smith

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Candidate for BA in Hospitality Management degree program with over a decade of service in driving customer satisfaction. Seeking an internship in the hotel or restaurant industry focused on sales and the customer experience. Prior job duties include restaurant management, hotel clerk experience and cruise ship entertainment supervisor.

Key Skills

- Attention to detail
- Budgeting
- Customer service
- Front of house and back of house expertise
- Inventory management
- Scheduling

Professional Experience

Manager

Pearfly's Restaurant, Westerville, OH | June 2016 to present

- Oversee front of house and back of house scheduling, including floor plans and sidework assignments during service
- Ensure waitstaff and cooking crews are meeting obligations, including proper greet times and meal turnaround times to meet corporate expectations
- Address customer complaints, including offering discounts or complimentary services
- Manage inventory, track usage trends and order new supplies
- Assist on the line and with service during lunch and dinner rushes

Front Desk Clerk

Worldwide Hotels, Columbus, OH | January 2013 to May 2016

- Attended to guests at the front desk, including check in and check out procedures
- Answered phones and provided information about pricing, room availability, services and amenities
- Handled guest reservations, including entering bookings into the tracking system based on email and phone registrations
- Made reservations at local attractions for guests, including area tours, restaurants, museums and movie theaters
- Offered directions, informed guests about hotel events and called taxis for on-site visitors

Education

Bachelor of Science in Hospitality Management

The Ohio State University, Columbus, OH
August 2018 to May 2022 (anticipated)