

# Katie Steadman

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Capable and motivated recent graduate with a thorough grounding in the principles of hotel service and operations management. Excellent time management skills and adept at prioritizing tasks in a fast-paced working environment. Strong team player with the drive and determination necessary to provide exceptional service and meet ambitious performance targets.

## Key Skills

- Cheerful and courteous interpersonal style
- Excellent customer service skills
- Organized and reliable
- Fast learner
- Fluent in Spanish and Italian
- Capable of working independently and collaboratively

## Professional Experience

Wait Staff Server, BJ's Restaurant and Brewhouse, Oklahoma City, OK

*June 2020 - Present*

- Welcome over 45 guests each shift, offering swift and courteous service according to the company's execution protocols
- Provide advice and recommendations to guests based on a thorough knowledge of the menu and describe dishes and beverages clearly and accurately
- Generate bills and handle transactions using the till system, adhering to rigorous cash handling standards
- Check guest satisfaction regularly and resolve any issues efficiently and professionally

Server, Texas Roadhouse, Stillwater, OK

*September 2016 - June 2020*

- Provided attentive service to guests and facilitated special requests to accommodate dietary requirements (approximately 50 diners per shift)
- Monitored the dining room for potential health and safety issues and performed regular cleaning and tidying duties
- Responded to telephone inquiries and entered bookings into the restaurant's scheduling system
- Adhered to alcohol service laws and performed ID checks to verify guests' ages

## Education

Bachelor of Science in Hospitality and Tourism Management

OKLAHOMA STATE UNIVERSITY Stillwater, OK, September 2016 - June 2020

Coursework Completed:

- Intercultural Management in Hospitality and Tourism
- Understanding Service Delivery
- Hotel Revenue Management
- Operations Analysis