

Pi-kyan Girl

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Objective

Looking for a full time position where I can maximize over 10 years of my experience in hospitality service and great customer interaction skills

Skills & Abilities

- Excellent Customer Service and interpersonal skills
- Worked in different area of hospitality business for over 10 years.
- Capable to train and supervise new staff with over 3 years of similar experience
- Experience in Dealing with claims and complains from customers

Work Experience

- **Box Office staff**-XXXXXXXXXX(Entertainment park),Tokyo, Japan Nov 2016– Mar 2018
 - Greeted customers, sold lift tickets and rental packages
 - Acted as lead worker overseeing 4-10 employees, trained and mentored new employees..
 - Resolved guest complaints.
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- **Café Server**-XXXXXXXXXXXXXXXXXXXX, Hokkaido, Japan May 2016 – Oct 2016
 - Served over 300 customers in a day
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- **Various hospitality positions**-XXXXXX (Employment agency), Tokyo, Japan Jul 2010 – Jan 2016
 - Worked over 15 different hospitality business to help their temporary needs, positions includes hotel server, house keeper, server, receptions staff etc.
- **Lead Server**-XXXXXXX Tokyo, Japan Sep 2006 – Mar 2012
 - Took Opening shift in the morning, worked by myself when the restraint is slow
 - Trained New employees for over 4 years
 - Closed tills at the end of the shift and maintained inventory

Education

XXXXUniversity, Tokyo, Japan Apr 2008 – Mar 2013

Sociology Major

Availability

Open Availability (6am-11pm include weekends)

Reference

Gladly provided upon request