

# EVAN ANDERSON

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## SUMMARY

Customer service oriented with 2 years of experience in the hospitality business. Thriving in fast paced environments, I adapt quickly and overcome as well learn from any mistake made. Helped new employees learn and understand different stations while working at Belmont Park, such as the Arcade, Zip-line, Mini golf, Carnival Games, Old time photo booth, etc. I was one of the most well known and acknowledged employee in terms of customer service as well as guest help. Always provide best attitude as possible to ensure a positive experience for everyone in the facility.

## SKILLS

- Thriving in fast-paced environments
- Crowd Management
- Above and beyond customer/guest service
- Cash Drawer Management
- Complaint Resolution
- Friendly and Outgoing
- Excellent Communication
- POS System Transactions

## EXPERIENCE

### Attractions Host

Belmont Park Mission Beach | SAN DIEGO, CA | Apr 2021-Jul 2022

- Thriving in fast-paced environments
- Delivered high level of customer service through prompt issue resolution and dynamic attention to detail. Operated attraction with friendly demeanor to draw in park attendees.
- Served guests with enthusiastic, helpful demeanor to promote positive, memorable experiences.
- Resolved guest concerns or complaints and kept supervisors informed of escalating situations.
- Supported customer needs by providing information and answering questions concerning facility, promotions, events and organizational rules and policies.

### Team Member

Coldstone Creamery Pacific Beach | San Diego, CA | Aug 2020-Oct 2020

- Informed customers about current ice cream flavors, ingredients and nutritional information.
- Maintained cleanliness of showcase, lobby and patio area, remaining attentive to trash, tables and chairs.
- Memorized seasonal menu options and flavors to offer customers updated details on new items and offerings.
- Used POS system expertise to complete accurate sales transactions.
- Processed cash and credit card payments, promptly returning receipts, coin, bills and payment cards to customers.
- Provided exceptional service that reflected restaurant standards and core values.

## EDUCATION AND TRAINING

### GED

San Diego | California | Sep 2022