



EMYLI THRASHER

emylithrasher71@icloud.com | (740)434-8845 | Savannah, GA 31410

Summary

Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment. Successfully works as part of team to reach personal and business goals. Known for successfully handling escalated customer needs.

Skills

- Work Planning and Organization
- Professional and Courteous
- Multitasking and Prioritizing
- Verbal and Written Communication
- Detail-Oriented
- Team Support and Collaboration
- Time Management
- Relationship Building
- Guest Service and Support
- Customer Service-Focused
- Punctual
- Organizational Skills
- Training Materials Development
- Interpersonal Skills
- Service Schedule Coordination

Experience

Bellwether Hotel | Savannah, GA

Housekeeping Attendant

02/2023 - Current

- Inspected each room for cleanliness, utilizing checklist to meet company standards.
- Maintained lobbies, guest rooms and halls, keeping safe environment for patrons.
- Replenished guest supplies and amenities.
- Reported guest issues, safety and maintenance concerns immediately to supervisor.
- Interacted pleasantly with clients and guests when performing daily duties.
- Conducted inventory of linens, cleaning supplies and toiletries and restocked housekeeping carts and storage closets.
- Informed supervisor when supplies were low.
- Assisted other hotel attendants with cleaning and room setup tasks during peak periods and holidays.
- Followed manufacturer instructions for using chemicals and equipment to avoid burns, injuries and workplace accidents.
- Delivered requested furniture to guests' rooms.

Mirabelles Cafe | Savannah, GA

Barista

02/2021 - Current

- Greeted and communicated with customers to take beverage orders and offer recommendations based on taste preferences.
- Maintained calm demeanor during high-volume periods and special events.
- Managed morning rush of customers daily with efficient, levelheaded customer service.
- Maintained clean and organized workspace, enabling coworkers to locate resources and product.

- Memorized recipes for specialty coffee beverages and seasonal offerings.
- Followed health, safety and sanitation guidelines to pass state inspections.
- Collected payments and provided accurate change.
- Addressed and resolved customer concerns to maintain brand loyalty.
- Memorized official and off-menu coffee and tea preparations.
- Described menu items to customers and suggested products based on stated preferences.
- Repaired minor issues with equipment and handled troubleshooting tasks to keep coffee machines operational.

The Galley Adelphia/ Hackett fine dining |
Marietta, OH

Hostess/Server Shift Leader

11/2016 - 03/2020

- Trained and acclimated new servers to restaurant's culture and operations.
- Created positive guest experience by listening to guest needs and recommending options to meet requests.
- Supervised serving staff to drive high level of hospitality and food excellence.
- Maintained thorough knowledge of menu to describe dining options.
- Held performance reviews to identify and correct areas needing improvement.
- Managed opening and closing duties to facilitate restaurant operations.
- Provided exceptional service to high volume of daily customers.
- Worked with management to coordinate special functions and events.
- Maintained knowledge of menu items, ingredients and preparation methods to assist guests with menu selection.
- Attended meetings to learn and share information and find ways to enhance customer dining experience.
- Leveraged POS system to receive and take guest orders and process payment.
- Calculated charges, issued table checks and collected payments from customers.

Education and Training

Warren High School | Vincent, OH

High School Diploma

06/2019

Additional Information

References:

Victoria Hill: *Current supervisor at Bellwether hotel* (256)-996-3210 Victoria@bellwetherhg.com

Savannah Selfridge: *Current Supervisor at Mirabelle cafe* (916)-248-3539 Savannahmirabelle@gmail.com

Samantha Gibbs: *Previous Supervisor at The Galley Adelphia Hackett* (304)- 966-5157

Please feel free to contact any of those references.