

Sarah Tolentino



Contact

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Skills

Interactive communication skills

Hospitality service expertise

Performance improvement

Excellent customer service skills



Work History

2018-11 -

2019-02

Cashier/Server

Coffee In, Toronto, ON

- Quickly and efficiently serve customers by taking their orders and making sure that order is ready ASAP.
- Learned how to adapt and co-operate well with co-workers.
- Cleaning up every hour
- Mastered interacting with customers; leaving them satisfied at all times
- Built relationships with customers to encourage repeat business.

2021-08 -

2022-09

Customer Service Representative

UHaul Moving And Storage, Toronto, ON

- Provided primary customer support to internal and external customers.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Made reservations for truck and storage rentals.
- Positive attitude & problem solver in tough situations.
- Helped customers resolve issues by being patient and thinking critical.
- Calculated correct order totals, updated accounts, and maintained detailed records for inventory management.
- Propane & forklift licensed.

2022-07 -

2023-03

Sales Associate

Psycho Bunny, Toronto, ON

- Helped customers locate products and checked store system for merchandise at other sites.
- Answered customer questions about sizing, accessories, and merchandise care.

- Solved customer challenges by offering relevant products and services.
- Provided positive first impressions to welcome existing, new, and potential customers.
- Built relationships with customers through the company.
- Styled and managed clothing options for clients.

**2022-08 -
Current**

Hostess

Rebel, Toronto, ON

- Assigned patrons to tables suitable for needs and restaurant section rotation.
- Checked-in customers in a positive and friendly way to represent the company.
- Resolved issues with wrong bookings & miscommunication.
- Accompanied customers to their tables, leaving them satisfied.
- Trained new hostesses on customer service best practices and restaurant policies to maintain high standards of service.

**2023-06 -
Current**

Hostess

Cabana Pool Bar, Toronto, ON

- Greeted customers warmly upon arrival and provided friendly and warm presence throughout dining experience.
- Ability to check-in booths through a fast-paced manner in busy situations.
- Promoted business loyalty by fostering positive customer relationships.
- Minimized customer service complaints by expertly managing customer expectations during busy periods.



Education

**2016-09 -
2020-07**

High School Diploma

Wexford Collegiate School For The Arts - Toronto, ON