

Alison Hagan

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EDUCATION

Completed 25 credits | Rowan University, Glassboro, NJ. (August 2020 - January 2022)

High school graduate (2020) | Cherokee High School, Marlton, NJ.

WORK EXPERIENCE

Topgolf

Mt. Laurel, NJ

Bayhost/Caddy, Topgolf, (July 2021 – Present)

- Welcomed and greeted guests as they arrived to their assigned bays and assisted them with bay set up including scoring and safety guidelines.
- Provided exceptional customer service by taking food and beverage orders accurately and promptly, while ensuring timely delivery to guests.
- Processed payments and accurately handled cash and credit card transactions using the POS system.
- Contributed to a positive and fun atmosphere by engaging with guests, celebrating milestones, and encouraging social interactions, all while ensuring a smooth and enjoyable experience.

Shift Lead, Topgolf, (January 2022 - Present)

- Conduct opening responsibilities including meticulous cash drawer management, systematic check-in organization for the day, and collaborate with management on task designations for the day.
- Supervise a dynamic team of 8-10 associates per shift, skillfully resolving any concerns to ensure comprehensive guest satisfaction.

Golf Academy Coach, (May 2022 – Present)

- Collaborate closely with the Golf professional to provide effective strategies and techniques for instructing junior golfers in the prestigious #1 Top Golf Academy in the nation.
- Cultivate an engaging and enjoyable learning atmosphere, fostering students' self-esteem and confidence while facilitating their enjoyment of the game of golf.

- Lead both large group and small group clinics for amateur golfers aged 8-12, consistently exceeding customer service expectations by maintaining regular parent communication on student progress.

Outback Steakhouse

Marlton, NJ

Server/To-Go Specialist (November 2019 – July 2021)

- Collaborated with upper management to achieve operational goals and drive sales.
- Cultivated relationships with guests, ensuring their complete satisfaction with service and resolving any concerns in a professional manner.
- Utilized a unique point-of-sales system to accurately process payments and manage to-go orders, ensuring all orders are handled in a timely manner.
- Trained and mentored new team members according to company policies, allowing them to provide excellent customer service that aligns with company values.

Skills

- Microsoft Office (Word/Excel/PowerPoint) / G-Suite (Docs/Sheets/Slides)
- Customer Service and Partnership Management
- Instruction and Training Delivery
- Cash Handling and POS training
- Hospitality
- Event Coordination