

Justin-Earl Hopkins

Rowland Heights, CA 91748

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Dedicated Individual with excellent experience in the industry. Maintains professional appearance and demeanor and expertly completes assigned tasks with focus on quality. Dependable and quick-learning team player with effective communication and organization skills.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Concierge

Keepers Staffing - Los Angeles, CA

September 2020 to Present

- Provided exceptional customer service by warmly greeting and assisting guests upon their arrival.
- Checked-in guests efficiently, ensuring a smooth and pleasant experience from the moment they arrived.
- Answered phone calls promptly and professionally, addressing guest inquiries and providing helpful information.
- Offered personalized recommendations for local attractions, dining options, and entertainment to enhance the guest experience.
- Handled guest inquiries and concerns with patience and professionalism, resolving any issues that arose.
- Maintained a welcoming and organized front desk area, ensuring a positive first impression for guests.

Front Desk Receptionist

Puparazzi - Los Angeles, CA

September 2021 to January 2022

- Greeted and checked-in dog owners and their furry companions, providing a warm and friendly welcome.
- Managed reservations and ensured accurate record-keeping of guest information, including dietary restrictions, medication needs, and special requests.
- Answered phone calls and emails, promptly addressing inquiries about available services, pricing, and accommodations for dogs.
- Scheduled and coordinated dog check-ins and check-outs, ensuring a smooth and efficient process.

- Provided exceptional customer service by offering personalized attention to both dogs and their owners, ensuring their comfort and satisfaction.
- Assisted with maintaining a clean and organized lobby area, including monitoring and cleaning up after dogs as needed.
- Collaborated with other staff members to coordinate dog activities, such as walks, playtime, and grooming services.
- Handled any guest concerns or issues with professionalism and empathy, working towards a resolution to ensure a positive experience for both dogs and their owners.

Cashier/Crew Member

Firehouse Subs - Ontario, CA
July 2018 to May 2020

- Prepared and assembled delicious sandwiches and other menu items according to Firehouse Subs' standards and recipes.
- Interacted with customers in a friendly and attentive manner, taking their orders accurately and efficiently.
- Operated cash registers and handled monetary transactions with accuracy and professionalism.
- Maintained a clean and organized work station, following food safety and sanitation guidelines.
- Assisted with food preparation, including slicing meats, cheeses, and vegetables, and ensuring ingredients were stocked and readily available.
- Collaborated with team members to ensure smooth operation during peak hours, working together to provide exceptional customer service.
- Followed Firehouse Subs' procedures for portion control and food quality to consistently deliver high-quality products to customers.
- Demonstrated knowledge of the menu, including ingredients and customization options, to provide recommendations and answer customer inquiries.

Restaurant Crew

California Fish Grill - Industry, CA
December 2016 to August 2018

- Prepared and cooked a variety of seafood dishes, following California Fish Grill's recipes and quality standards.
- Interacted with customers in a friendly and attentive manner, taking their orders accurately and efficiently.
- Operated cash registers and handled monetary transactions with accuracy and professionalism.

- Assisted with food preparation, including cleaning, cutting, and marinating seafood, as well as preparing side dishes and sauces.
- Maintained a clean and organized work station, following food safety and sanitation guidelines.
- Collaborated with team members to ensure smooth operation during peak hours, working together to provide exceptional customer service.
- Demonstrated knowledge of the menu, including ingredients and customization options, to provide recommendations and answer customer inquiries.
- Assisted with restocking ingredients and supplies as needed, ensuring a well-stocked and efficient kitchen.

Education

Some College

Fullerton College

August 2017 to May 2020

General Education Diploma

John A. Rowland High School

August 2013 to June 2017

Skills

- Computer: cash register/POS system; internet; email; Microsoft Word, Excel, PowerPoint, Outlook
- Interpersonal: sales, customer service, telecommunication, organizational skills
- Team Member
- Customer Service
- Shift Lead
- Food Service
- Restaurant Experience
- Front desk