

Nicole Yanoff
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EDUCATION:

University of Delaware
Hospitality Business Management
GPA: 3.48

Newark, DE
May 2023

WORK EXPERIENCE:

Alltown Fresh **Waltham, MA**
Catering Intern June 2020 – August 2021

- Set up and worked at internal and external catering events
- Worked the register in the cafeteria
- Made food deliveries

Safe Space Scan Technology **Westwood, MA**
Customer Service Representative June 2020 – August 2020

- Used Tidio to chat with over 100 costumers to provide customer support
- Made sales and invoices

Planet Promotion **Dedham, MA**
Research Analyst June 2019 – June 2020

- Analyzed accuracy of data and information for 10,000+ hotels in the US
- Documented data in excel spreadsheet

Chiara Bistro **Westwood, MA**
Hostess October 2017 – June 2018

- Welcomed and seated over 200 guests per night
- Cleaned and set over 20 tables each night
- Accepted phone calls and coordinated reservations

ACTIVITIES AND COMMUNITY INVOLVEMENT:

Giving the Glam **Norwood, MA**
Volunteer January 2017 – June 2019

- Guided financially disadvantaged teens to find their dream prom dress
- Coordinated outfits and accessories
- Helped style over 100 teens to get them ready for prom

Westwood Recreation Mentorship Program **Westwood, MA**
Mentor/Volunteer November 2017 – May 2019

- Organized and decorated middle school dances
- Admitted students into dance
- Disciplined students when necessary
- Monitored activities during the dance to make sure everyone was safe

TECHNOLOGY SKILLS:

ServSafe Food Handler Certified
Proficient: Microsoft Office (Excel, Word, PowerPoint, Outlook), Social Media Marketing Platforms (Facebook, Instagram, Twitter, TikTok, Snapchat)

Pitch:

Hi, my name is Nicole Yanoff and I am currently a junior at UD majoring in Hospitality Business Management. My goal is to work in the catering and event industry once I graduate. I have very strong attention to detail and am very willing to learn and grow. The position you listed seems it would be a perfect fit given that I interned this past summer in a role very similar. I would love to hear more information about this position as I am very interested.

Job listing

Company: New England Aquarium

Position: Catering Server

Job summary

- A catering server that will join a team of associates who collaborate in delivering the highest quality experience for our guests.

Qualifications

- Customer service oriented with a positive attitude, openness and willingness to learn, and a desire to be held accountable and contribute to a team.
- Strong work ethic with the ability to multi-task, work quickly and efficiently with grace in a high-volume fast-paced environment.
- Very organized with strong attention to detail.

Job responsibilities and tasks

- Performs open, close, and side-work duties including but not limited to preparing room and facility prior to guest arrival, setting tables, clearing, cleaning, and sanitizing tables, and assisting in the set up of server stations.
- Maintains high standards of friendly customer service by circulating in assigned sections, greeting all guests, and being genuinely interested in their needs.
- Knows portions, major ingredients and preparation of all items.
- I.D.'s all guests 40 and under and serves alcoholic beverages responsibly.
- Observes diners to ensure that guests are satisfied with the food and service, steps in when needed to assist and alerts supervisor to any issues.
- Anticipates guests needs such as beverage refills. Suggests additional items such as appetizers and deserts.
- Knows portions, major ingredients and preparation of all items.
- Performs other tasks as assigned.