



# AUDREY ROSENBAUM

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## Summary

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I am reliable, organized, detail oriented, and efficient. I am skilled at multitasking and bring a positive attitude. I am a quick learner, creative, and thrive to present an upbeat, engaging presence to all that I do.

## Skills

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- Customer service, Food service, Organizational Skills, Customer Service, Heavy Lifting, Computer literacy, Time
- Management, Guest services, Leadership, Microsoft word, Documentation review, Physical examinations, English
- Languages
- English

## Experience

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ABA | Chicago, IL

### Hostess

06/2023 - 01/2024

- Greeted guests warmly upon arrival, seating them promptly.
- Verified reservations and wait times with customers.
- Maintained a clean and organized dining area.
- Provided menus to customers and answered questions regarding menu items.
- Managed the waiting list, ensuring that all parties were seated in a timely manner.
- Communicated clearly with kitchen staff regarding customer orders.
- Created an enjoyable atmosphere by engaging in friendly conversation with guests.

specialist, CycleBar Studio | Oak Park, IL

### Cycling

09/2022 - Current

- I represent Cycle as a customer service member, and cycling specialist
- My duties include communicating with customers on all platforms
- Improving customer experience by Educating ruders on safety, resolving membership conflicts, and keeping the studio clean and tidy
- This also included setting up and managing memberships

Whole Foods | River Forest, IL

### Cashier/ store support

08/2020 - 02/2022

- Included Executed company policies
- Ringing up customer groceries, and assisting in the search for particular items
- Maintenance, which included sweeping, mopping, and sanitizing equipment
- Running the customer service desk, and performing Amazon Prime returns were also included in this position.

West End Design | Wheaton, IL

### Home Stager

08/2019 - 07/2021

- Responsible for moving furniture and creatively organizing furniture.

Blackberry Market, Ellyn

**Bakery Associate**

08/2020 - 02/2021

- I prepped, baked, packaged and organized product
- Responsible for bulk batches of baked goods, and large scale orders
- Experience with organizing ingredients and restocking items.

Chicago Cut Steakhouse | Chicago, IL

**Host**

01/2024 - Current

- Greeted guests upon arrival and provided them with menus.
- Answered customer inquiries regarding the menu, restaurant services, and special promotions.
- Took reservations over phone and in person.
- Provided customers with accurate wait times and monitored waiting list.
- Assisted servers in seating guests by escorting them to their tables.
- Managed dining room layout to maximize efficiency of staff members.
- Maintained cleanliness of lobby area, including wiping down tables and chairs.
- Served as point-of-contact for resolving guest complaints or special requests.
- Processed payments from customers using a POS system.