




ADDISON LOVERIN

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 3 Cricket Circle, Scituate, MA 02066

PROFESSIONAL SUMMARY

Cheerful, active employee always ready to help team members by taking on additional tasks. Skilled at making customers feel welcome and answering any concerns. Efficiently maintain all service standards and follow service regulations and guidelines. Calm and level-headed in all types of situations. Polite and positive with exceptional telephone etiquette. Proficient in assisting guests with reservations/scheduling, questions and payment. Easily adaptable to change and able to perform well under pressure.

SKILLS

- CS Programming in JAVA
- Hospitality service expertise
- Cash handling
- Point of sale knowledge
- High-volume dining
- Guest seating arrangements

EDUCATION

Scituate High School
Scituate, MA • Expected in 05/2020

High School Diploma

ACCOMPLISHMENTS, INTERESTS & BACKGROUND

- Team & Club Sports: Tennis (HS Varsity Captain/Patriot Ledger All Scholastic Award), Field Hockey, Rugby, Football Training Camps
- Fine Art Accolades: HS Featured Artist, Student Awards, Selected for Fine Art Gallery Shows
- HS Community Service Club: President
- HS Math Club & Competitions: Captain
- HS Positivity Project Club: President & Founder
- Interact Club Member
- Music: Singing, piano, drums, guitar

WORK HISTORY

Restaurant Oro - Hostess Busser *Scituate, MA • 05/2019 - Current*

- Scheduled reservations and managed seating arrangements in popular, upscale restaurant
- Applied communication and problem-solving skills to resolve customer complaints and promote long-term loyalty
- Coordinated events throughout multiple event spaces
- Set and maintained dining tables, inspected, pulled and stacked cleaned items and sent soiled items back for re-scrubbing and re-washing
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness

Scituate Racquet & Fitness Club - Receptionist

Scituate, MA • 06/2018 - Current

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance
- Answered inquiries and resolved issues, both in person and via telephone calls
- Scheduled court-time and lessons for multiple sports and instructors. Balancing availability and customer requests when scheduling appointments
- Collected and recorded payments from clients, updating account balances through automated software system

Scituate Racquet & Fitness Club - Lead Camp Counselor

Scituate, MA • 06/2018 - Current

- Planned and conducted all summer camp activities such as swim, fitness and tennis
- Coordinated and led games, fitness and general activities for both small and large groups of children, while managing different ability levels and ages engaging in activities together

Local In-Town Families - Babysitting *Scituate, MA • 06/2016 - Current*

- Coordinated different types of activities to enhance physical and intellectual development
- Prepared and/or managed meals, bathing and bedtimes
- Certified in Child CPR and First Aid for emergency readiness