

Verble Mahle

Room Service Attendant

Profile

Dedicated Room Service Attendant with 1 year of experience in providing exceptional in-room dining experiences to hotel guests. Possesses excellent communication and time management skills, ensuring timely delivery of orders and a high level of customer satisfaction. Demonstrates a strong understanding of menu offerings, attention to detail, and a commitment to maintaining cleanliness and sanitation standards. Adept at multitasking in a fast-paced environment while maintaining a friendly and professional demeanor.

Employment History

Room Service Attendant at Montana's Finest Rooms & Suites, MT

Mar 2023 - Present

- Successfully served an average of 50 room service orders per day, consistently maintaining a high level of guest satisfaction and receiving numerous positive reviews.
- Efficiently managed and coordinated with the culinary team to ensure timely delivery of over 15,000 room service orders in a year, resulting in a significant increase in annual revenue for the hotel.
- Proactively addressed and resolved guest issues and complaints, achieving a 95% success rate in turning unhappy guests into satisfied customers and earning recognition from the management team.
- Implemented a new room service ordering system that streamlined the process and reduced order processing time by 25%, leading to improved guest experience and increased repeat business.

Room Service Assistant at Mountain View Hospitality Services, MT

Sep 2022 - Jan 2023

- Successfully managed and completed over 1500 room service orders per month, ensuring timely delivery and maintaining a 98% customer satisfaction rating.
- Streamlined the room service process by collaborating with the kitchen and front desk staff, resulting in a 20% reduction in average wait time for guests.
- Implemented a new training program for incoming Room Service Assistants, leading to a 30% decrease in onboarding time and increased overall team efficiency.

Certificates

Certified Hospitality Room Service Attendant (CHRSA)

May 2022

Certified Guest Service Professional (CGSP)

✉ verble.mahle@gmail.com

☎ (807) 062-9820

📍 1234 Mountain View Rd, Billings, MT 59101

Education

Diploma in Hospitality and Customer Service at Flathead Valley Community College, Kalispell, MT

Sep 2018 - May 2022

Relevant Coursework: Hospitality Management, Customer Service Excellence, Food and Beverage Operations, Front Office Operations, Housekeeping Management, Event Planning, Marketing and Sales, Communication Skills, and Conflict Resolution.

Links

[linkedin.com/in/verblemahle](https://www.linkedin.com/in/verblemahle)

Skills

Multitasking

Time-management

Communication

Customer-service

POS-systems (Point of Sale)

Menu-knowledge

Problem-solving

Languages

English

Italian