

JULIANA KOLOSHUK

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Professional Summary

Polite and positive Host/To-GO Specialist with exceptional telephone etiquette. Proficient in assisting guests with reservations, valuables and baggage. Easily adaptable to high-pressure, dynamic situations.

Skills

- To-go order preparation
- High-volume dining
- Hospitality service expertise
- Table setting knowledge
- Interactive communication skills

Work History

Host/To-Go Specialist, 09/2019 to Current

Olive Garden – Charlotte/Asheville, NC

- Maintained highly loyal clientele by delivering unparalleled service at every stage of restaurant dining experience.
- Took information about guests' party size, led to seating, offered menus and new specials.
- Planned and executed numerous-guest parties by organizing menus, spaces and special requests.
- Assisted in preparing dining room for special upcoming functions, including decorating and generating and printing out special group menus using computer software.
- Recorded available tables after seating each party using
- Used cash registers and credit card machines to cash out customers, handling average sale of \$ per table.
- Took reservations and to-go orders by phone, answered customer questions and informed of accurate wait times.
- Supported servers, food runners and bussers with keeping dining area ready for every guest.

Barista, 04/2019 to 09/2019

Dunkin' Donuts – Charlotte, NC

- Memorized ingredients and recipes for a number specialty drinks.
- Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots and other equipment.
- Engendered customer loyalty by remembering personal preferences and allergy information.
- Learned every menu preparation and numerous off-label drinks to meet all customer needs.

Education

Associate of Arts: Business, Expected in 05/2022

Asheville Buncombe Technical Community College - Asheville, NC

- Continuing education in Business/Pre-Law
- Dean's List Fall 2020

High School Diploma: 06/2020

Sun Valley High School - Monroe, NC

- Graduated with 3.8 GPA

Languages

English



Native or Bilingual

Russian



Native or Bilingual

Ukrainian



Native or Bilingual