**Nicholas I. McMillen**
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## Profile and Skills:

Four years customer service experience, and four years in food and beverage service; Trained in: management, mail processing, answering phones, taking reservations, serving, bussing, catering, event set-up, stocking, monitoring inventory and operating cash registers. Known for versatility, timeliness, hard work, and exceeding expectations of guest service. Referred to as a driven, high energy, quick learner, with a very positive outlook on life.

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| - Group Leadership | - Guest Service | - Organization | - Time Management |
| - Management | - Sales | - Problem Solving | - Team Work |
| - Hospitality | - Training | - Multi tasking | - Communication |

## Education:

**University of Utah, Salt Lake City, UT** **August 2011-Present**

Studying: Parks, Recreation, and Tourism with an emphasis in Hospitality Management

- Certified by American Hotel and Lodging Association in:
  Front Desk Services Food and Beverage Operation

## Employment History:

**Marriott Honors Community, University of Utah, Salt Lake City, UT** **August 2012-Present**

Front Desk Assistant and Mail Room Attendant

- Issue, receive and manage resources, as well as parcels- to students and professors using student housing software program
- Answer questions and solve resident problems both in person and over the phone
- Familiarize perspective students, and donors with facilities as a tour guide
- Lost and found coordination
- Assist building patrons in any way possible

**University of Utah Concessions, Salt Lake City, UT** **August 2012- Present**

Concessions Stand Manager & Warehousing Team Member

- Responsibilities: Oversee as many as 32 employees per game, train volunteer staff, handle as much as $20,000 per game, organize stands, cook, run cash registers/ credit card machines, count/ assess inventory, monitor stock, event set-up/tear-down, troubleshoot issues in high stress situations, and maintain outstanding customer service when dealing with customer complaints, issues, or regular transactions
- Manage or co-manage stands for: football, men's and woman's basketball, gymnastics, and volleyball
- Promoted to managing two concession stands per football game on the second day 2012 season
- Promoted to warehousing staff for 2013/2014 season, responsibilities include:
  receive orders, stock stands, complete gross product inventory, compute balance sheets, innovated product tracking system preventing excessive waste, assisted in preparation for remodel, pack pallets for shipping, troubleshoot equipment, trained seven co-workers and organized inventory storage methods

**Catering by Curt Incorporated** **June 2010- June 2011**

Event Assistant/ Banquet Server

- Responsibilities: event set-up, serving, bussed, did dishes, event breakdown, seated guests, plated food, poured drinks, filled warmers, and ensured a positive experience for everyone around
- Events included: Weddings, birthdays, holiday parties, and banquets of all kinds

**Tanner Spring Assisted Living Facility** **May 2010- August 2011**

Dietary aide and Dishwasher

- Responsibilities: Dining room setup, took orders, called orders, carried loaded food/drink trays, bussed, & cleaned
- Established personal relationships with all 90 residents and became close with many of them
- Served and bussed, quickly and efficiently, for a minimum of 45 residents per meal
- Monitored Kitchen while cook was out and assisted with food preparation
- Developed great interpersonal and communication skills from delivering food to the memory care unit, and taking orders from residents with mental and or speech disorders