

# Allen T. Assaid

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## CAREER OBJECTIVE:

To obtain a full-time entry-level position with a strong emphasis on Administrative Support and Marketing; over nine years of hospitality experience with a strong track record of guest satisfaction and sales results.

## EXPERIENCE AND QUALIFICATIONS:

### Customer Service:

- Provide outstanding service to dining patrons.
- Handle incoming phone calls and take carryout orders.
- Conducted follow-up calls to ensure guest satisfaction.

### Marketing & Sales:

- Won multiple sales contests and had highest average sales per guest.
- Recommend specific menu items based on guests' needs and wants.
- Distribute guest satisfaction surveys.
- Achieved perfect scores on multiple secret shopper evaluations.

### Operations Management:

- Assemble menu items in compliance with corporate guidelines.
- Ensure guest orders are delivered in a timely, efficient manner.
- Perform regular inventory checks.
- Replenish bar and restaurant supplies as needed.
- Collect cash, credit card slips, coupons, and shift reports from servers for auditing purposes.

### Training & Supervision:

- Working towards becoming a Service Professional.
- Certified Trainer at current employer.
- Have attended meetings and seminars on improving training techniques.
- Trained newly-hired servers at all past employers.
- Supervised up to 10 colleagues as a Crew Leader.
- Allocate side work and closing duties; ensure that all tasks have been completed.

## EDUCATION:

- B.S., Marketing, Wright State University 2007  
Overall GPA: 3.3/4.0, Major GPA: 3.6/4.0
- A.S., Business Administration, Sinclair Community College 2005  
GPA: 3.0/4.0

## **EMPLOYMENT HISTORY:**

- Bartender & Server, Red Lobster, Dayton, OH 2006- present
- Server, Don Pablo's, Dayton, OH 2006- 2007
- Server, Golden Corral, Dayton, OH 2005- 2006
- Host & Server, Bob Evans, Riverside, OH 2000- 2005

## **VOLUNTEER EXPERIENCE:**

- Dayton Volunteer Employment Service Team (DAY-VEST), 2008-present
  - Assist new members with resume writing and proofreading.
  - Contact local employers for employment opportunities on behalf of fellow volunteers.
  - Perform administrative and recruiting duties.
  - Train new and prospective volunteers about office procedures.
  - Initiate marketing and public relations efforts.

## **ADDITIONAL EXPERIENCE AND QUALIFICATIONS:**

### **Academic Awards:**

- Wayne High School Vocational Student of the Year 2001
- Ohio DECA Career Development Conferences:
  - Hospitality and Recreation Research Event: 2<sup>nd</sup> Place 2001
  - International Marketing Event, 5<sup>th</sup> Place 2000

### **Collegiate Affiliations:**

- American Marketing Association member (WSU Chapter) 2006-2007

### **Computer Proficiency:**

- MS Office: Word, Excel, Power Point, Access, Front Page, Outlook, Communicator
- SPSS and Web Surveyor marketing research software
- PeopleSoft

**Strong Spanish Comprehension:** Reading, writing, speaking, translation

### **Miscellaneous Administrative Skills:**

- Advanced proofreading, editing, spelling and grammar
- Fast and accurate alpha/numeric, data entry/typing
- Exceptional written and verbal communication skills
- Exceptional analytical, interpersonal, multitasking, and problem-solving skills