

OLIVIA THOMSON

Crew Member

INFO

ADDRESS

1515 Pacific Ave, Los Angeles,
CA 90291, United States

EMAIL

email@email.com

LINKS

[Twitter](#)

[Instagram](#)

[Facebook](#)

SKILLS

Social Media



Guest Relations



Customer Services



Events Planning & Organizati...



Menu Preparation



Food Service



Culinary Techniques



PROFILE

Top performing Crew Member with five years' experience working in Cruise Liner kitchens and culinary settings. Proven track record of success in preparing food items according to established recipes as well as designing unique menus. Approachable and diplomatic with an inherent ability to work diligently and proactively in a fast-paced food and beverage setting. Currently completing a Bachelor's in Hotel Management.

EMPLOYMENT HISTORY

Senior Crew Member, CNC Luxury Cruises Miami, Florida

Jul 2017 - Present

Was part of a team handling daily guest entertainment concerts, a weekly formal captains ball and the farewell banquet at the end of each cruise totaling between 300 and 1000 guests.

- Host, coordinate and organize recreational, entertainment and social activities
- Assist guests with embarking and disembarking procedures as well as safety drills
- Welcome guests aboard and present guided tours of the facilities
- Socialize with guests during deck activities
- Acts as an assistant emcee (master of ceremonies) to inform and entertain small and large groups of guests during special events and shows such as Welcome Aboard Show, Theme Nights, Talent Shows and Captain's Cocktail Party, Guests
- Accompany passenger on shore tours at ports of call

Food & Beverage Crew Member, Delta Aviation

Reston, VA

Oct 2015 - Mar 2017

Introduced large packs to be dispensed in smaller packages for customers which reduced condiments cost by 50%.

- Responsible for passenger service duties, which include the manning of check-in counters for departing passengers, as well as arrival and departure gates

LANGUAGES

English



French



Spanish



German



- Attend to customers before, after and in between flights
- Take reservations and issue tickets
- Verify passenger identification and print boarding passes
- Assist travelers with baggage check-in
- Conduct security screenings of passengers and their baggage items

EDUCATION

Texas State University, Bachelor of Hotel Management & Administration

Dallas, TX

Sep 2017 - Present

Austin Girls Secondary School, High School Diploma

Austin, TX

Sep 2015

COURSES

Fundamentals of Project Management, Project Management Institute, Online

Apr 2018

Certificate in Advanced Culinary Techniques, Tampa Chefs Academy, FL

Apr 2016

IATA Cabin Crew Course, The Crew Academy, CO

Feb 2015

INTERNSHIPS

Junior Crew Member, KLC Diner

Atlantic City, NJ

Sep 2012 – Apr 2015

Part time position during weekends and school holidays.

- Responsible for the cash register and taking orders
 - Ensure that counters, tables, and server stations are sanitary at all times
 - Portioned food orders and wrap appropriately for take away customers
 - Plate food and serve it to patrons
 - Place food trays over food warmers during service
 - Scraped leftovers into garbage containers
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Trainer at the Culinary Institute of Junior Chefs

Miami, FL

Sep 2014 – Present

Present cooking classes to high school students to introduce them to the culinary industry.