

# Olivia Thomson, Crew Member

1515 Pacific Ave, Los Angeles, CA 90291, United States, email@email.com

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Place of birth	San Antonio	Driving license	Full
Nationality	American		

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**LINKS** [Twitter](#), [Instagram](#), [Facebook](#)

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**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.*

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## EMPLOYMENT HISTORY

Jul 2017 – Present **Senior Crew Member, CNC Luxury Cruises** Miami, Florida

*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

Oct 2015 – Mar 2017 **Food & Beverage Crew Member, Delta Aviation** Reston, VA

*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
  - 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
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## EDUCATION

Sep 2017 – Present **Texas State University, Bachelor of Hotel Management & Administration** Dallas, TX

Sep 2015 **Austin Girls Secondary School, High School Diploma** Austin, TX

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<b>SKILLS</b>	Social Media	Experienced	Guest Relations	Experienced
	Customer Services	Experienced	Events Planning & Organization	Experienced
	Menu Preparation	Experienced	Food Service	Experienced
	Culinary Techniques	Experienced		

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## COURSES

Apr 2018 **Fundamentals of Project Management, Project Management Institute, Online**

Apr 2016

**Certificate in Advanced Culinary Techniques, Tampa Chefs Academy, FL**

Feb 2015

**IATA Cabin Crew Course, The Crew Academy, CO**

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**LANGUAGES**

**English**

Native speaker

**French**

Very good command

**Spanish**

Good working knowledge

**German**

Good working knowledge

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**INTERNSHIPS**

Sep 2012 – Apr 2015

**Junior Crew Member, KLC Diner**

Atlantic City, NJ

*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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Sep 2014 – Present

**Trainer at the Culinary Institute of Junior Chefs**

Miami, FL

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