

## MANAGER / FITNESS INSTRUCTOR

### Summary

Enthusiastic customer service/telesales representative with in-depth knowledge of sales, account management and training. Results-driven Manager with proven ability to establish rapport with clients. A very hands-on, hardworking, and highly motivated individual. Results-driven specialist who can multi-task, while staying organized and focused. Energetic, motivated specialist who is highly organized and skilled at balancing the needs of clients in both personal and professional capacities. Customer service and sales expert who identifies customer needs and delivers solutions to problems. Talented Customer Service Associate skilled at balancing customer needs and company demands. Effectively builds loyalty and long-term relationships with customers while achieving all individual sales goals. Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

### Highlights

- High customer service standards
- Dedicated to process improvement
- Strong problem solving ability
- Strong organizational skills
- Active listening skills
- Seasoned in conflict resolution
- Energetic work attitude
- Adaptive team player
- Self-motivated
- Excellent communication skills
- Natural leader
- Thrives under pressure
- Fast learning
- Customer friendly
- Coordination skills

### Experience

#### Manager / Fitness Instructor

January 2014 to Current Company Name i¼ City , State

- Cultivated positive relationships with participants by interacting with them during group fitness classes.
- Explained the use of exercise equipment to all participants, prioritizing safety at all times.
- Greeted all members in a professional and friendly manner.
- Immediately reported any damaged or broken equipment.
- Explained class objectives and rules.
- Extensively trained new and existing employees.
- Educated clients on effective ways to exercise while on business travel, at home and on vacation.
- Promoted a safe and interactive environment for club clients and members.
- Instructed gym members about correct use of weight resistance and cardiovascular equipment.
- Worked with clients to improve their overall endurance, strength, flexibility and balance.
- Reviewed weekly sales numbers and club statistics to identify areas for improvement.

#### Cocktail Waitress

July 2013 to October 2013 Company Name i¼ City , State

- Maintained updated knowledge of all menu items, specials, liquor brands, beers and non-alcoholic selections.
- Continually provided exceptional service to customers by being friendly, knowledgeable and accommodating.
- Effectively and calmly resolved situations with intoxicated guests.
- Immediately informed supervisors of any problems or unusual situations and took appropriate action.
- Displayed friendly, outgoing and energetic behavior to create a warm, fun atmosphere for guests.
- Built guest satisfaction and enjoyment.
- Upsold products when appropriate.

#### Waitress

February 2013 to July 2013 Company Name i¼ City , State

- Continually monitored dining rooms for seating availability, service, safety and well-being of guests.
- Effectively listened to, understood and clarified guest concerns and issues.
- Maintained complete knowledge of restaurant menu, including daily specials.
- Monitored guest for intoxication and immediately reported concerns to management.
- Maintained high standards of cleanliness and sanitation.
- Consistently provided professional, friendly and engaging service.
- Skillfully promoted items on beverage lists and restaurant specials.

#### Waitress

January 2013 to July 2013 Company Name i¼ City , State

- Consistently provided professional, friendly and engaging service.
- Skillfully promoted items on beverage lists and restaurant specials.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Developed and maintained positive working relationships with others to reach business goals.
- Provided attentive service.

- Assertively uphold alcoholic beverages, appetizers and desserts.
- Assisted co-workers whenever possible.

Waitress / Cocktail Server / Beer Tub

May 2012 to December 2012 Company Name i¼ City , State

- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Delivered exceptional, friendly and fast service.
- Participated in bar incentives and contests to drive sales and promote the venue.
- Maintained a positive working relationship with fellow staff and management.
- Displayed friendly, outgoing and energetic behavior to create a warm, fun atmosphere for guests.

Education

High School Diploma : 2011 Eagan High School i¼ City , State

Skills

balance, clients, fast, safety, sales, statistics