

Danielle Garcia

dgarcia4@mail.niagara.edu

Education

Bachelor of Science in Hospitality Management Niagara University - Lewiston, NY **May 2019**

Business Administration Dutchess Community College - Poughkeepsie, NY **December 2016**

Experience

The Country Club at Mirasol – Palm Beach, Florida

Food and Beverage Intern

May 2017-August 2017

- Cleaned and stocked workstations and display cases.
- Executed all responsibilities accurately and in a timely manner
- Supplied service areas with coffee, food, tableware, and linens.
- Prepared table for use of next guest.
- Maintained cleanliness of stations for all meal periods with necessary equipment, including silverware, linens, and condiments.
- Ensured proper execution of specific duties.

ShopRite - Poughkeepsie, NY

Customer Service Clerk

October 2015-December 2016

- Answered telephones and gave information to callers, took messages, or transferred calls to appropriate individuals.
- Greeted visitors or callers and handled their inquiries or directed them to the appropriate persons according to their needs.
- Conferred with customers by telephone or in person to provide information about products or services, obtain details of complaints.

Splash Down Beach - Fishkill, NY

Front Desk Representative

April 2015-August 2015

- Recorded guest comments or complaints, referred customers to managers as necessary.
- Answered telephones, direct calls, and took messages.
- Communicated with customers, employees, and other individuals to answer questions, explain information, and addressed complaints.

Extracurricular Activities

- Business Club Member at Dutchess Community College, 2015-2016
- Niagara University Club Managers Association of America, 2017

