

# Claudia Waldron

Ireland • 083 4014279 • claudiawaldron9@gmail.com

## PROFESSIONAL SUMMARY

Dynamic, personable, well-travelled professional with substantial experience within the hospitality/tourism industry in Ireland, USA and Spain. Established hospitality associate offering 6+ years of experience in a variety of settings. Manages conflicting guest requirements with ease, utilizing exceptional time management skills to exceed service expectations. Experience in working with high profile and VIP clientele, exercising discretion and confidentiality at all times. Organized, meticulous and knowledgeable about handling reservations, staff supervision, complaints resolution and accounting functions with little oversight. Creative, innovative individual with ability to deliver exceptional customer service.

## EXPERIENCE

**Banquet/Events/Server**, 10/2020 to Current

**The Club at Mediterra** - Florida, USA

- Record food/drink orders accurately and present a personable, professional attitude
- Input order slips into computerized systems for transmission
- Maintained clear, updated knowledge of menu and specials
- Process payments for individual tables, meal costs, and taxes/tips
- Collaborate with manager to ensure standards are met
- Facilitate opening/closing operations
- Resolve problems promptly and revert larger concerns to management

**Head Hostess/Administrator**

**Seabourn Cruise Line** - Alaska, USA

- Performed duties of head hostess for Thomas Keller Restaurant aboard luxury, high-end six-star cruise liner
- Greeted guests as they entered the restaurant, showing them to their table, distributing menus and taking drink orders as required
- Head hostess responsible to memorize the names of over 300 guests per cruise to ensure exceptional personalized customer experience
- Sustained menu knowledge and any changes to provide up-to-date information to guests and recommend dishes according to requirements
- Maintaining the exclusive waiting list (up to 4 months for a reservation)
- Conducted general administration duties, including taking reservations, responding to email enquiries and answering external calls
- Consistently communicated with kitchen staff regarding dietary requirements, wait times and product availability
- Worked collaboratively with the Maître D', Head Chef and Sommelier to ensure seamless daily operations
- Handled customer complaints in a polite and professional manner, escalating complex complaints to managers for assistance
- Coached/developed junior staff members
- Performed shift closing/opening procedures

**Tour Guide/Brand Ambassador**

**Franciscan Well Brewery** - Cork, Ireland

- Greeted tour members upon arrival at specified meeting location

## AREAS OF EXPERTISE

- ♦ Tourism/Hospitality
- ♦ Administration
- ♦ Knowledge of various computer systems
- ♦ Staff Supervision
- ♦ Customer Interactions
- ♦ Events Preparation
- ♦ Cost & Payment Processing
- ♦ Bar & Dining Service

## EDUCATION

**Bachelor of Arts** : Tourism Management  
**Technological University of Dublin** -  
Dublin, Ireland

\*Completed 3 years

**Diploma of Higher Education** : Teaching  
English as a Foreign Language

**Tefl Academy** - Ireland

Level 5 (Equivalent to the CELTA and  
Trinity Cert)

**College Internship** - Valencia, Spain

## CERTIFICATIONS

- CPR/AED & Safety Training Certificate  
(American Heart Association)
- TIPS on Premise Certificate
- Seafarer Medical Examination (ENG1)
- Seabourn College graduate in Safety &  
Emergency training

- Acquired tickets/fees from individuals and larger groups prior
- Conduct an entertaining, informative, detailed tour
- Memorize important history/facts about the Franciscan Well site
- Demonstrate and provide instruction on the brewing process from start to finish through various equipment, props and signs
- Oversaw tasting of the brewery beers at cocktail bar
- Developed long-term relationships with local partners
- Designed and created digital posters/leaflets for brand awareness
- Undertook bar duties for large events (i.e. Patrick's Day and the beer festivals that the Franciscan Well brewery hosts annually)
- Answered questions/gave further details
- Mentored apprentice guides
- Researched topics that pertained to tour to add to script
- Enthusiastically answered customers' questions, offering advice on local interest points within Cork city
- Maintained detailed written documentation of daily activities including necessary incident reports

### **College Secretary**

**Dublin Business School** - Dublin, Ireland

- Booking/organizing appointments for various meeting rooms
- Manage the communication between company departments to schedule meetings and update on company matters
- Responding to emails/forwarding calls to correct academic department (via switchboard system)
- Organize travel/hotel arrangements for office staff
- Ensured office data, financial statements and confidential records stayed protected and secure by performing data backups
- Worked with the Academic department to coordinate interdepartmental interactions
- Checking invoices/Receipting all payments made by students
- Preparing student letters (i.e. PPSN/Bank)
- Handling of transcripts/parchments
- Sort post/send through internal mailbags

### **Guest Relations/Supervisor/Fitness Concierge**

**The Westmoor Club** - Nantucket, USA

- Delivered an exceptional level of service to each member
- Served in the capacity as keyholder to ensure the store was opened and closed on time
- Investigated and resolved customer complaints in timely and empathetic manner
- Applied expert knowledge for daily completion of tasks and streamlining workflows
- Answered incoming phone calls, accurately inputting reservation requests into the 'Clubessential' computer system
- Arranged special accommodations for guests, including restaurant reservations and tours
- Carried out essential tasks to improve day-to-day running of operations

### **Head Hostess/Trainer**

**Windsor Country Club** - Florida, USA

### **Events Assistant**

**PPX Events** - Nantucket, USA

### **Events Assistant**

**Island Kitchen** - Nantucket, USA

### **Brand Promoter**

**I Survived Barcelona** - Barcelona, Spain

**Guest Relations Officer**  
**Abbey Court** - Dublin, Ireland

