

EMILY MOTTOLA

Service Industry
Professional

PROFILE

Atlanta, Georgia
(770) 315 - 3962
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I believe at its core, any service industry position primarily provides the opportunity to connect with others. My personal investment in the exceptional experience of patrons and staff members alike allows me to facilitate the balance of an engaged and enthusiastic service team with the positive experience of satisfied customers. Communication and organization are the foundations of a well functioning company, and I always seek to provide the stability and support required to sustain a successful operation.

EXPERIENCE

Assistant Restaurant Manager

Mezcalito's Cantina - Decatur, GA (2017 / 2018)

Consistently assist with basic operations as needed, including running food, supporting bartender/service bar, and packaging to-go's among other tasks. I engage with guests about their experience. At the end of shift, I conduct waiter pay-outs and record bookkeeping information.

Founding Company Member, Artistic Associate

Fabrefaction Theatre Conservatory - Atlanta, GA (2010 - 2015)

Artistic Associate during the 2010 - 2011 and 2014 - 2015 seasons, during which time I worked with the Artistic Director to assist with the creation and completion of the company's artistic and educational programming. Assisted with selecting and contacting production teams and casts, creating production calendars and rehearsal/call schedules, and communicating with staff, patrons, parents, and students regarding the company's upcoming events and schedules.

Program Director

Technical and Acting Summer Internships: FTC - Atlanta, GA (2014)

Devised and facilitated Fabrefaction's summer internship programs, including student selection, educational workshops, schedule management, and production responsibilities. Managed the professional production team's involvement with the internship training, and facilitated communication when interpersonal issues arose.

Stage Manager

Fabrefaction Theatre Conservatory - Atlanta, GA (2010 - 2015)

Various stage management experience. Responsibilities included running productive rehearsals, maintaining detailed notes, keeping clear communication, creating various rehearsal documents, and giving cues during performances, among other duties.

EXPERTISE

- Clearly and effectively communicating
- Managing various shifting schedules
- Providing amiable and personal service
- Inspiring team members to excel
- Handling dissatisfactions with professionalism and patience
- Ensuring customers' expectations are surpassed.

EDUCATION

GEORGIA STATE UNIVERSITY

Pursuing BIS in Arts Admin, 4.2 GPA

NEW YORK UNIVERSITY

Playwrights Horizons Theatre School
Pursued BFA in Performing Arts

HOLY SPIRIT PREPARATORY

Graduated with Honors, 4.3 GPA