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Kyrah Jordan

EXPERIENCE

Ramada By Wyndham, Windsor Locks,CT– *Front Office Supervisor*

February 2021– Present

- Act as hotel system liaison during Morning/evening hours. Call in and open tickets with System Support during the overnight hours if a system fails or issues occur.
- Communicate with other hotel departments as necessary to resolve accounting discrepancies and to request or provide information.
- Perform all Guest Service Agent functions as required; may assist in booking room reservations; may assist in answering hotel phone calls and notifying guests of messages.
- Lead and perform all front desk duties including check-ins, checkouts, reservations, guest phone messages and special requests.
- Ensure that guests experience a great stay.
- 7. Train, direct the work of, resolve issues/problems and coach and counsel the front desk team members to ensure a quality operation.
- 8. Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.

Avon Old Farms Inn, Avon,CT– *Night Audit*

September 2020– February 2021

- Balance and audit for accuracy room revenue, food and beverage revenue and telephone revenue; assist in the preparation of all reports relevant to daily revenues.
- Balance and audit for accuracy all room and tax charges, cashier's reports, and guest and house accounts.
- Complete and transmit daily management and accounting reports and supporting documents; prepare customer tracking report, market segmentation report, food and beverage revenue report, and other auditing report necessary to ensure the accurate accounting of hotel revenues and expenses.
- Transmit credit card batches.
- Act as hotel system liaison during night hours. Call in and open tickets with System Support during the overnight hours if a system fails or issues occur.
- Communicate with other hotel departments as necessary to resolve accounting discrepancies and to request or provide information.

- Perform all Guest Service Agent functions as required; may assist in booking room reservations; may assist in answering hotel phone calls and notifying guests of messages.

Red Lobster, Wethersfield, CT— *Server*

February 2019 – November 2021

- Responsible for positive Guest interactions while serving Guests in a friendly and efficient manner
- Working in a bustling, fast-paced restaurant setting.
- Prepare room for dining by condiments, napkins, and utensils
- Protect establishment and patrons by adhering to sanitation, safety and alcohol beverage control policies
- Help patrons select food and beverages by presenting menu; offering cocktails; suggesting courses; explaining the chef's specialties; identifying appropriate wines; answering food preparation questions
- Stay updated on current menu choices, specialties and menu deviations, knowing if the kitchen staff is running out of any items, transmit orders to bar and kitchen by recording patrons' choices; identifying patrons' special dietary needs and special requests
- Serve orders by picking up and delivering patrons' choices from bar and kitchen; deliver accompaniments and condiments from service bars. Maintain table setting by removing courses as completed; replenishing utensils; refilling water glasses; being alert to patron spills or other special needs
- Perform basic cleaning tasks as needed or directed by supervisor
- Adhere to grooming and appearance standards consistently

Round 1, Hayward, CA— *Department Manager*

June 2019 – August 2020

- Oversee the bowling & activities department
- Monitor cash handling processes and spot check for accuracy; audit financials weekly
- Manage all inventories and place orders as needed: clothing, socks, hats, cleaning supplies, & office supplies • Create schedules; ensure proper staffing on all shifts; address staffing issues as needed • Monitor overall park safety and cleanliness; enforce company policies and standards with all personnel • Master all technology and systems in your park; know what to do if there's an issue

Flight Fit N Fun, Manchester, CT— *Assistant General Manager*

April 2017 – June 2019

Support the General Manager in achieving or exceeding business goals in the areas of sales, operational performance, business growth, employee retention, guest satisfaction, service quality, safety and cleanliness. Assists the GM in managing the day-to-day operations including all HR, finance, legal and customer related issues at a local park level.

- Train and develop park personnel; provide direction as needed
- Monitor cash handling processes and spot check for accuracy; audit
- Monitor overall park safety and cleanliness; enforce company policies and standards with all personnel • Master all technology and systems in

- your park; know what to do if there's an issue • Be fluent in the emergency and evacuation plans for your park
- Perform all park level HR tasks (new hire paperwork, orientation, training, performance reviews, employee files) • Monitor cash handling processes and spot check for accuracy; audit financials weekly
 - Manage all inventories and place orders as needed: clothing, socks, hats, cleaning supplies, & office supplies • Create schedules; ensure proper staffing on all shifts; address staffing issues as needed • Monitor overall park safety and cleanliness; enforce company policies and standards with all personnel • Master all technology and systems in your park; know what to do if there's an issue
 - Be fluent in the emergency and evacuation plans for your park .

EDUCATION

Capital Community college, Hartford,CT – *EARLY CHILDHOOD EDUCATION*

September 2012 – May 2014

Lincoln Culinary Institute, Hartford,CT – *Baking & Pastry Arts*

July 2014 – May 2015