

Abby Murchland

Carmel, IN 46033
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EDUCATION

Miami University - Oxford, OH

Psychology & Data Analytics , Expected in 2027

University High School of Indiana - Carmel | High School Diploma

06/2023

PROFESSIONAL SUMMARY

Customer-focused candidate eager to put excellent communication and interpersonal skills into practice. Distinct knowledge of streamlining services through updated and reorganized systems. Trainable and committed to creating a warm and inviting atmosphere. Expert in customer service with training in team management. Friendly and reliable individual excited to take initiative and provide excellent work.

SKILLS

- Guest Satisfaction
- POS Software
- Anticipating Guest Needs
- Server Support
- Operational Efficiency
- Strong Client Relations
- Issue Identification
- Group and Individual Instruction
- Child and Adolescent Mentoring

WORK HISTORY

HOST | 09/2021 to 08/2023

Bru Burger Bar - Carmel, IN

- Answered customer questions about hours, seating, and menu information.
- Supported servers, food runners, and bussers with keeping dining area ready for every guest.
- Took reservations and to-go orders by phone, answered customer questions, and informed of accurate wait times.
- Monitored seating area and checked restrooms regularly to keep spotless.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Trained new hostesses on customer service best practices and restaurant policies to maintain high standards of service.

CAMP COUNSELOR | 06/2017 to 06/2021

Select Show Horses - Sheridan, IN

- Worked with children of varying age, interest, skill, and developmental levels.
- Led groups of children safely through variety of camp activities.
- Collaborated with other camp counselors to design fun and enriching learning activities for campers.

- Communicated with parents about campers' activities and reported concerns and suggestions to supervisor.
- Instructed campers to observe proper behavior and etiquette to avoid conflicts and unruly activities.
- Encouraged team performance to increase camaraderie, trust and rapport.

LANGUAGES

French

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Professional Working