

Katie S. Margraf

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2017
Major: Management Information Systems
GPA: 2.84

ACTIVITIES & AWARDS:

Volunteer, First United Methodist Church Vacation Bible School
Volunteer, First United Methodist Church God's Table
Williamstown High School Senior Class President 2013

EXPERIENCE: NBC SPORTS ARENA AT XFINITY LIVE! Philadelphia, PA April 2014- Current
Assistant Head Hostess, Point of Sales Representative

- Greet and escort guests to one of the thirty-six different tables or seats at one of the four bars
- Promoted three times over the course of seven months
- Provide customized VIP service to professional entertainers in sports and music industry
- One of few hostesses responsible for counting certain cashier drawers before and after shift

DAIRY FRESH ICE CREAM, Williamstown, NJ June 2014-August 2014
Shift Leader, Cashier, Cake Decorator

- Made sure employees completed all tasks for the night as well as taking care of customers
- Responsible for executing all cake orders and displays for week
- Counted all cashier drawers in beginning of shift and end of shift

OLIVE GARDEN RESTURANT, Philadelphia, PA October 2013- March 2014
Server

- Provided customer service for fifty table restaurant specializing in Italian cuisine
- Collaborated with coworkers and provided assistance to service partner
- Memorized many different wine lists and provided insight to what drink complimented which dish for customer satisfaction

BEST PERSONAL, Philadelphia, PA August 2013- October 2013
Banquet Server

- Served in many five star hotels, night clubs, lounges, country clubs and venues throughout Philadelphia, South Jersey and Delaware
- Delivered up to 12 meals at once while practicing banquet server etiquette
- Consistently requested by venues to return for other events

SKILLS & LANGUAGES:

- Microsoft Word
- Microsoft Excel
- Point of Sales systems