65 Palatine #324 Irvine, Ca. 92612

(808) 753-7356

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Christy Yamada

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|  | Highly experienced in customer service, with a focus in 4 star hotel operations, Japanese food service, and direct marketing. Personable and passionate about food service, I obtained a fine dining skills certification from a culinary arts school. Seeking to demonstrate my ability to contribute to your company’s work environment while increasing your gross sales per table. |
| Skills & Abilities | Fluency in Japanese and EnglishServSafe Food Protection Manager Certification (Exp. 12/5/2027)Familiarity POS systems and Salesforce platformsExperienced in executing strong communication & proactive solitions |
| Food Service Experience | Mitch’s Fish Market & Sushi Bar (January 2022- October 2022)Server Exceed guest expectations by creating a welcoming environment and attentive serviceSuggestive service that promoted increased spendingAccuracy in cash handling and close outImanas-Tei (September 2013-2016)Server Provide an authentic Japanese experience from guest arrival and throughout their stay.Promote specials with knowledge of preparations and taste. Knowledgeable of Japanese sake over a variety of tastes increased experience and up selling. |
| hotel Marketing/ Guest Service Experience | **AULANI DISNEY RESORT & SPA (June 2011-June 2021)****Disney Vacation Club Associate** – Direct Marketing (2014- 2021)Promote broad awareness of Disney Vacation Club while establishing relations with resort guests and cast. Primarily responsible to secure appointments to exceed monthly quotas.Certified and trained in the counselor’s sales approach for brand standards.**Disney Vacation Club Preview Center Associate** – Operations (2011- 2014)Create a professional and exciting atmosphere that welcomes all guests to our sales center that provided the highest level of service.Manage the company’s system of accounts that adheres to company standards and complies with privacy and solicitation laws.Assist in the sales operation to attain accuracy and flow of appointments.Delegate PBX line for incoming calls and direct guests to appropriate party. |
| Education | University of Hawaii- Kapiolani Community College, Honolulu, Hi. A.S. Liberal ArtsCertification of Competence- Dining Room Service (Dec 2022)**KAIMUKI HIGH SCHOOL, HONOLULU, HI. GRADUATED 2007** |