

# Nancy Elebeke

Houston, TX 77004

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## Work Experience

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### **Hospitality Ambassador**

Sullivan's Steakhouse-Little Rock, AR

June 2024 to August 2024

Demonstrate genuine hospitality and set the stage for an exceptional dining experience by making every single guest feel welcome upon arrival

Manage restaurant waiting list during high volume to accurately set guest expectations

Maintain a clean and organized work area and complete cleaning as assigned

Communicating with servers and kitchen staff to ensure a smooth flow of service.

Answering phone calls, taking reservations, and providing information about the restaurant.

### **Cashier**

ALDI-Little Rock, AR

May 2024 to July 2024

As a member of the Aldi team, I operated the registers and other machinery, stocked the shelves, kept our store looking its best, and served our customers.

Collaborates with team members and communicates relevant information to the direct leader.

Upholds the security and confidentiality of documents and data within the area of responsibility.

Processes customer purchases, performs general cleaning duties, and stocks shelves and merchandise displays neatly.

Provides exceptional customer service, assisting customers with their shopping experience

### **Team Member**

Chick-fil-A Restaurants-Little Rock, AR

April 2021 to December 2023

As a long-term Team Member and Catering Specialist at this establishment, I was required to develop trust with guests by meeting the Quality and Operational Excellence requirements every day. I was also responsible for delivering 2nd Mile Service and ensuring guests feel cared for by meeting the right requirements and going above and beyond expectations. I was also able to activate emotional connections, meaning I can strengthen relationships with guests and the community.

### **Daycare Attendant**

Little Rock Racquet Club-Little Rock, AR

June 2023 to August 2023

As a Daytime Daycare Attendant, I am expected to monitor the children and babies who come into the daycare area, tend to their needs, and make sure they are properly entertained while their parents busy

themselves with other activities and classes within our building. I administer snack times, diaper changes, and playtime for the children I monitor during the time they are in my care.

## Education

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### **Bachelor of Science in Nursing**

University of Houston - Houston, TX

August 2023 to Present

### **High school diploma**

Parkview Magnet High School - Little Rock, AR

August 2019 to May 2023

## Skills

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- Cashiering
- Cash Handling
- Cleaning Experience
- Customer Service
- Hospitality
- Catering
- Babysitting
- Daycare

## Certifications and Licenses

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### **BLS/CPR First Aid & AED**

November 2022 to November 2024

Certified in Basic Life Support and acting quick and resourceful in certain life threatening situations.

### **CCMA Certification**

May 2023 to May 2025