

# Alice Bengtsson

## Hospitality & Retail Professional

Seattle · WA · US

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## Summary

Enthusiastic hospitality and retail professional with over 9 years of experience delivering high-quality customer service, managing day-to-day operations, and supporting team initiatives in fast-paced environments. Adept at handling inventory, coordinating events, and maintaining a welcoming atmosphere for guests. Seeking a new challenge where strong interpersonal skills and a proven work ethic can add value.

## Experience

### The Harbor Café

Guest Services Associate | 01 Jun 2019 – Present

- Greet and seat up to 150 guests per shift, ensuring prompt and courteous service.
- Manage cash drawer, process payments, and perform end-of-day reconciliation with 99.9 % accuracy.
- Train new hires on POS operation, menu knowledge, and health code compliance.
- Coordinate weekly special event setups (live music, themed brunches) in collaboration with the manager.

### Nordic Home Furnishings

Sales Assistant / Stockroom Coordinator | 01 Mar 2017 – 31 May 2019

- Assisted customers with product selection, providing product feature explanations and after-sales support.
- Handled inventory receipts, organized stockroom layout, and conducted monthly cycle counts.
- Implemented a simple labeling system that reduced stock search time by ~15 %.
- Occasionally supervised a team of 2–3 staff during peak weekend periods.

### Grand West Hotel

Front Desk Receptionist | 01 Jan 2015 – 28 Feb 2017

- Managed reservation system, processed check-ins/check-outs, and resolved guest inquiries.
- Balanced daily financial reports and coordinated with housekeeping for room turnover.
- Developed a “welcome packet” for corporate guests, improving guest satisfaction scores.

### BrightMart Supermarket

Retail Cashier | 01 Jul 2013 – 31 Dec 2014

- Operated cash registers, processed debit/credit transactions, and handled returns.
- Assisted with merchandising displays and seasonal promotions.

## Education & Training

### Associate of Applied Science, Hospitality Management

North Seattle Community College

– 01 May 2013

## Skills

Core Skills

## Languages

### Swedish | – Present

Native speaker

### English | – Present

Basic conversational

## Certifications

### Certified Food Safety Manager | 2018-01-01

ServSafe

Certified Food Safety Manager – ServSafe, 2018.

### First Aid & CPR | 2020-01-01

American Red Cross

First Aid & CPR – American Red Cross, 2020  
(renewed).

## Awards

### Employee of the Month, The Harbor Café | 2021-11-01

The Harbor Café

Employee of the Month, The Harbor Café –  
November 2021 (recognized for outstanding  
customer feedback and teamwork).

## Interests

### Interests | – Present

Interests: Baking, hiking in the Cascades, vintage  
record collecting, community theater.

- Baking
- Hiking in the Cascades
- Vintage record collecting
- Community theater

## References

References available upon request.