

Jarrett Kershaw

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Highly energy guest services professional focused on promoting customer satisfaction through exceptional service and maintaining outstanding guest accommodations. Team player, who is able to work with timely demands and effectively manage multiple workloads.

FUNCTIONAL STRENGTHS

- ❖ Team Player/Building
- ❖ Communication
- ❖ Compliant/Inquiry Resolution
- ❖ Customer Service/Client Relations
- ❖ FOH/BOH Procedures
- ❖ Client Needs Assessment

Technical Skills: Microsoft Office, Word, Excel, Power Point

FUNCTIONAL CAPABILITIES

Customer Service/Client Relations

- ❖ Skilled in working with a broad range of client demographics at a level of acuity and integrity.
- ❖ Managed all aspects of customer relationship management on a daily basis, which resulted in increased customer retention levels.
- ❖ Researched and resolved customer complaints as well as request, questions, and concerns in a timely manner, which resulted in increased satisfaction levels.
- ❖ Ability to maintain a high-volume workload within a fast pace environment.
- ❖ Delivered personal attention to customers to ensure high level of satisfaction; to generate clientele, and to encourage work of mouth referrals.
- ❖ Trained service staff to completely focus on delivering a quality customer experience.
- ❖ Developed rapport with customers and foster cordial atmosphere, successfully anticipate customer's needs.

PERSONAL DEVELOPMENT

Denmark Technical College, Denmark, SC
Associates: Electrical Mechanical Engineering

2017

CAREER PROGRESS

Daniel Island Club, Charleston, SC
Guest Services Representative

2013-2014

- ❖ Answer guest questions, addressed concerns, and resolved minor issues in a timely manner.
- ❖ Communicated with kitchen staff and management about service status of guest(s).
- ❖ Correctly handled business phone calls and directed to appropriate recipient.
- ❖ Maintained up-to-date knowledge of amenities, facilities, menu selection, and operations.

Monkey Joes, Charleston, SC
Guest Services Representative

2011-2012

- ❖ Communicated with guest to ensure their planned event is consistent with their request.
- ❖ Coordinated with management, staff and other team members about event changes, updates to operations, and any issues that need to be resolved.
- ❖ Served as a party host by entertaining the guest(s) with various activities, games, and music.

COMMUNITY OUTREACH

The Studio U, North Charleston, SC
Volunteer

2014-2016