

Brigitte Hinostroza Riveros

EDUCATION

Banking Administration
Institute SISE – Lima, Peru

Diploma
Romeo Luna Victoria – Lima, Peru

SOFTWARE

Microsoft Word
Microsoft Excel
Power Point
Skype for Business
Cashnet

EXPERIENCE

The Walt Disney (01/2023 – To Present)

Convention Guide – Orlando, FL
Job duties: Check people in for events, answer questions about the events. Serve as greeters, work on the Halloween and Merry Christmas parties, Epcot Flowers and Garden Festival.

JW Marriott (09/2021 – 10/2022)

Host, Barista and Banquet Server – Orlando, FL
Job duties: Provide customer service excellence, operate a point of sale, help stock the cafe, where you will be responsible for crafting made to order coffees, grab-n-go food and cocktails, stay informed and educated on all of our current offerings, learn how to prepare drinks and food following our café recipes and standards.

WDW Rose & Crown EPCOT (09/2020 – 09/2021)

Host/Hostess – Orlando, FL
Job duties: Greeting incoming and departing guests warmly with a genuine smile and eye contact; escort them to assigned dining area; present menus; announce waiter's name. Use visual cues to seat guests in either the bar or dining area depending on their preference. Manage the flow of guests into dining and bar areas, provide accurate wait times to incoming guests if appropriate. Tend to special guest needs and requests. Receive payments by validating credit charges; approving checks; accepting currency; calculating and issuing change for ToGo orders.

LANGUAGES

Spanish
English

REFERENCES

Michael Cedeno
F&B Manager
(321) 246-4955

Jessica Montano
Penguin Staff Manager
(703) 548 - 4060

SKILLS

Strong Work Ethic
Customer Service
Problem Solving
Adaptability
Team work
Bilingual

01/05/2023

09/07/2021

09/15/2020