

MARY LAFLEUR

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CAREER OBJECTIVE

- To be helpful to customers in service industries with the stability of working for a large international company

EDUCATION/LANGUAGES

- University courses in marketing, economics, business, psychology and sociology 2008-12
- Honors Professional Makeup Artistry Course, including three prizes for 100% grade 2018
- Serving and Safe Diploma 2008
- Fluent and able to write in English and French

SKILLS & ABILITIES

Customer Service Skills

- Regularly went beyond unhappy patron's expectations in a busy restaurant by always ensuring customer had a new meal or was satisfactorily refunded
- Worked individually with diverse clients in helping them select window coverings and pillows for their homes through long-term advice and home visitation

Teamwork/Multi-tasking Skills

- Managed and bartended busy sports bar making sure the team of servers, bartenders, and kitchen staff were always on the same page ensuring smooth service to patrons
- On top of receptionist duties organized, scheduled, and oversaw the successful coordination of large homeware sales, deliveries, and installations to client satisfaction

Problem Resolution Skills

- Regularly communicated with unhappy customers in a bar and restaurant to resolve poor service and ensure they return
- Ability to do any job required in the moment when needed when staff was short in a busy sports bar, such as hosting, mixing drinks, taking orders, serving food, and bussing
- Removed unruly patrons regularly making sure other customers and staff are safe always following Safety First protocol

EXPERIENCE

- Server, Half Time Sports Bar & Grill 2016-2017
- Makeup Artist, Sephora 2018-2022
- Professional Modelling 2000-2022

PROFESSIONAL ASSOCIATIONS

- Panache Model Management