

# Alicia R. Kippes

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## OBJECTIVE

Seeking a full time, challenging position, post-graduation, that will allow me to utilize my skills and knowledge in the hospitality industry.

## EDUCATION

### Bachelor of Arts in Hospitality Business Management

Dec. 2013

*Washington State University, Pullman, WA*

## WORK EXPERIENCE

### Administrative Assistant

May 2013 – Aug. 2013

*Tri-Cities Visitor and Convention Bureau, Tri-Cities, WA*

- Acted as liaison between all departments to ensure proper communications and reporting practices
- Compiled and organized information for board meetings and department meetings
- Answered incoming calls on multi-line phone system and in-person inquiries from members and visitors; treated each person with respect and provided information and referrals
- Assisted in day-to-day tasks and projects

### Restaurant Server

Mar. 2012 – Aug. 2012

*Sterling's Famous Steak, Seafood & Salad Bar, Richland, WA*

- Served on opening team for new restaurant
- Motivated coworkers and improved team morale within fast-paced, high-stress work environment
- Provided a casual dining experience to guests, while maintaining high quality customer service
- Prepared and presented checks to guests, accepted payment and processed through the POS system

### Restaurant Server

Sept. 2011 – Jan. 2012

*Twigs Bistro and Martini Bar, Kennewick, WA*

- Served on opening team for new restaurant
- Provided fine dining experience: delivering items, fulfilling customer needs, suggestive menu item selling, removing courses, & replenishing any guest needs or requests
- Performed all side work during and after shift, including but not limited to; resetting tables, rolling silverware, refilling condiments, cleaning beverage and expediting stations

### Banquet Server

Jan. 2011 – Jan. 2012

*Terra Blanca Winery & Estate Vineyard, Benton City, WA*

- Performed miscellaneous banquet duties such as opening and serving wine to guests, restocking wine, washing and polishing glassware, and clearing tables
- Set up and tear down of all event spaces and assisted with coordination of special event weekends and banquets
- Handled routine purchasing transactions during events, including operating cash registers and accounts for event sales
- Provided outstanding customer service by offering friendly, engaging greetings, wine service, and assistance with inquires and purchases

## LEADERSHIP

### Philanthropy Chairman – Delta Delta Delta sorority

Oct. 2009 – Mar. 2010

*University of Idaho, Moscow, ID*

- Organized and led philanthropic events

### Reference Chairman – Delta Delta Delta sorority

Oct. 2008 – Oct. 2009

*University of Idaho, Moscow, ID*

- Led Reference Committee and Membership Selection Committee

## SKILLS AND QUALIFICATIONS

*Systems* – Proficient in Microsoft Office; experience with multi-line phone systems

*Team Player* – Ability to share knowledge and encourage development of others in order to achieve team goals

*Communication* – Easily communicates through telephone, email and social media

*Planning and organizing* – Capacity to plan and organize multiple projects simultaneously