

Luciana Payne

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SUMMARY

Early career **guest service** candidate with supervised hospitality, campus event, and customer service experience. Practice includes greeting visitors, organizing arrival flow, communicating clearly, supporting **dining room service**, and maintaining clean shared spaces. Hospitality simulations covered seating charts, server handoffs, wait time communication, table support, safe movement, and changing guest volume. Campus welcome events strengthened listening, directions, check in support, schedule awareness, and courteous interaction with students and families. Training includes **frequent handwashing**, disinfecting shared surfaces, protective coverings, **safe lifting**, reaching, bending, and stooping. Comfortable remaining active during extended service periods while carrying lightweight plates, glasses, baskets, boxes, and event supplies. Ready to contribute calm teamwork, attentive service, and organized guest flow in a busy restaurant setting.

EDUCATION

High School Diploma
Palmer Ridge High School GPA: 4.0
Coursework: Guest service, dining room operations, sanitation practices, communication

2026
Colorado Springs, CO

TECHNICAL SKILLS

- **Guest Service:** Guest greeting, positive service, visitor support
- **Dining Room Operations:** Table flow, seating charts, service rounds
- **Communication Methods:** Clear speaking, active listening, schedule updates
- **Sanitation Practices:** Handwashing, disinfecting soap, cleaning supplies
- **Protective Equipment:** Hand coverings, face coverings, masks
- **Service Transport:** Plates, glasses, baskets
- **Safe Movement:** Safe lifting, reaching, bending
- **Guest Flow Planning:** Arrival tracking, wait communication, table rotation
- **Team Coordination:** Server handoffs, staff communication, peer support
- **Event Support:** Check in lines, event maps, visitor directions
- **Restaurant Service:** Dining room service, service bar, kitchen support

SKILLS

- | | | | |
|----------------------|------------------------|---------------------------|---------------------------|
| • Guest Service | • Clear Communication | • Disinfecting Procedures | • Flexible Scheduling |
| • Host Stand Support | • Active Listening | • Safe Lifting | • Guest Greeting |
| • Dining Room Flow | • Seating Coordination | • Dining Room Service | • Wait Time Communication |
| • Server Support | • Sanitation Practices | • Teamwork | |

EXPERIENCE

Restaurant Guest Service Simulation
University Project

January 2026 - Present
Colorado Springs, CO

Supervised classroom hospitality role supporting greeting, seating flow, server coordination, **dining room service**, sanitation, and safe movement during timed simulations.

- Greeted simulated diners using **seating** charts and **clear communication** during timed hospitality service rounds
- Coordinated **host** and server handoffs, keeping guest information organized during changing table availability
- Tested dining room flow plans and presented adjustments after identifying bottlenecks during final demonstrations
- Transported **plates, glasses**, and baskets while practicing safe lifting, reaching, bending, and stooping
- Followed frequent handwashing and disinfecting routines across guest facing service areas during simulations
- Prepared service checklists evaluating communication, attentiveness, cleanliness, and guest flow decisions

Customer Service and Dining Room Operations
Course Project

August 2025 - December 2025
Colorado Springs, CO

Supervised coursework focused on guest arrival, seating, server support, table flow, cleaning procedures, and clear communication during restaurant role play.

- Mapped **arrival**, waiting, seating, server introduction, and table support touchpoints for busy restaurant scenarios
- Practiced clear greetings, **active listening**, wait time updates, and courteous responses during seating role play
- Created seating rotation worksheets and revised server assignments after peer testing revealed uneven coverage

- Carried lightweight dining items between simulated **kitchen**, service, and dining zones with controlled movement
- Developed cleaning checklists covering handwashing, disinfecting supplies, shared surfaces, and protective coverings
- Presented service flow plans and incorporated instructor feedback on organization, communication, and guest experience

Campus Welcome Event Volunteer

March 2025 - July 2025

Community Service Project

Colorado Springs, CO

Supervised campus event volunteer supporting visitor welcome, check in lines, directions, schedule updates, clean shared areas, and safe supply movement.

- Welcomed students and families, providing clear directions during scheduled campus event arrival periods
- Managed check in lines and directed groups toward activities using maps and coordinator instructions
- Communicated schedule updates after confirming changes with supervisors, reducing confusion among visitors and volunteers
- Reset tables and common areas between sessions, following provided cleaning procedures for guest spaces
- Moved printed materials and light event supplies using **safe lifting** and carrying practices under supervision
- Documented recurring visitor questions and shared notes that informed signs and volunteer briefing materials

PROJECTS

Guest Flow Service Plan 📅 2026

A busy classroom service round revealed how quickly arrival lines can lose structure. Created a practical seating flow plan using arrival tracking, server handoffs, wait communication, and table rotation. Tested plan during low volume and peak volume scenarios, then recorded bottlenecks and adjustments for smoother guest movement.

Campus Visitor Welcome System 📅 2025

Visitors often needed the same directions more than once. Built a simple welcome process using event maps, check in guidance, schedule confirmation, clean area resets, and recurring question logs. Shared observations with coordinators to improve signs and volunteer briefings.

LEADERSHIP & AWARDS

- Academic Achievement Honor Roll, 2025
- Community Service Recognition, 2026
- Hospitality Course Service Excellence Recognition, 2026

CERTIFICATIONS

- Customer Service Fundamentals 📅 2026
- Food Safety Basics 📅 2026

PROFESSIONAL AFFILIATIONS

- Peer Welcome Volunteer, Campus Orientation Team
- Student Event Service Crew
- Community Service Club

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST