

# LIA FAENZA



lia.faenza.12@gmail.com



267-678-9402



Washington, DC 20007

## PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## SKILLS

- Fluent in English and Italian.
- Punctual
- Hardworking
- Customer service
- Telephone etiquette
- Team collaboration

## EDUCATION

### American University

Washington, DC • 05/2025

#### **Bachelor's:** Journalism, Print

- Minored in Business and Entertainment
- Dean's List Fall 2021, Fall 2024, and Spring 2025.
- Dean's Scholarship Recipient
- 3.77 GPA

### Academy At Palumbo

Philadelphia, PA • 06/2021

#### **High School Diploma**

- Ranked in Top 8% of class
- 4.5 GPA
- Completed 6 AP courses
- National Honor's Society Member

## WORK HISTORY

### Mane Street Georgetown - Guest Specialist

Washington, DC • 06/2025 - Current

- Managed appointments accurately, minimizing errors in overbooking or misplaced bookings.
- Greeted incoming clients and offered immediate assistance.
- Worked with Phorest salon software to book appointments, collect payments, and take inventory.
- Drafted promotional emails for upcoming deals.
- Helped contribute to the social media page by locating trends online to recreate.
- Created welcoming and comfortable environment for guests.
- Managed approximately 15 calls and emails a day from customers.

### Jack Howard The Salon - Front Desk Manager

Washington, DC • 01/2024 - 08/2025

- Greeted clients and customers upon arrival, offered assistance, and answered questions to build rapport and retention.
- Used Clover and MangoMint POS systems to book appointments and collect payments.
- Managed front desk maintenance of client records.
- Paid bills and kept track of finances.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Responded to approximately 30 telephone, email and in-person inquiries regarding appointments, information and concerns per day.
- Kept in constant contact with landlords, accountants, and insurance agents to ensure smooth operations and take immediate action whenever problems occurred.
- Scheduled inspections and obtained an occupancy and business license for the salon.
- Hired and trained additional receptionists.

### No Goodbyes - Host and Server

Washington, DC • 02/2023 - 12/2023

- Answered customer questions about hours, seating, and menu information.

- Greeted customers warmly upon arrival and provided friendly and warm presence throughout dining experience.
- Trained new hostesses on customer service best practices and restaurant policies to maintain high standards of service.
- Assigned patrons to tables suitable for needs and restaurant section rotation using Open Table.
- Served food and beverages promptly with focused attention to customer needs.
- Worked with Tabit POS system to place orders, manage bills, and handle complimentary items.
- Cultivated warm relationships with regular customers.
- Maintained clean and organized dining areas to uphold restaurant hygiene standards.
- Handled sections of up to 12 tables.

#### **In Riva - Host and Server**

*Philadelphia, PA • 07/2020 - 12/2022*

- Learned and became efficient with Open Table.
- Supported servers, food runners, and bussers with keeping dining area ready for every guest.
- Monitored seating area and checked restrooms regularly to keep spotless.
- Answered approximately 40 incoming calls a day from customers inquiring about reservations, take-out orders, and wait times.
- Waited on tables and took orders using Aloha and Clover POS systems.
- Carried out complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Managed sections of up to 15 tables.

#### **L'Angolo West - Busser**

*Havertown, PA • 10/2018 - 01/2019*

- Worked quickly, communicated with other staff and always looked for better ways of completing tasks to improve productivity and keep tables ready for incoming guests.
- Collected trash, wiped up spills, and removed trays to maintain fresh and clean customer areas.
- Transported dirty utensils, dishes, and trays to kitchen to help team stay on top of cleaning.
- Brought customers water and bread upon seating.