

Elizabeth Urbaniak

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Hi, I'm Elizabeth! I'm an undergrad at the University of Wisconsin-Green Bay majoring in Marketing and Management. I've led teams in fast-paced restaurant environments, which honed my ability to work under pressure. I excel in high-stress situations, pride myself on excellent customer service, and am always eager to learn and take on new challenges. I bring a lot of energy to everything I do!

Work Experience

Customer Service Manager

The Quarry Bar-Montello, WI

May 2024 to Present

- Train new employees
- Teach co-workers how to deal with customers in a respectful manner

Assistant Bar Manager

White Lake Golf Course-Montello, WI

April 2024 to Present

- Take inventory
- Make the schedule
- Train new employees

Waitress/Bartender

Granite Falls Supper Club-Montello, WI

May 2022 to March 2024

- Taking orders from customers
- preparing and serving alcoholic beverages
- serving food and drinks to tables
- Providing excellent customer service
- ensuring the bar area is clean and well-stocked
- maintaining dining hall area cleanliness
- handling cash transactions and processing payments
- in charge of the social media pages
- created all marketing ideas and post

Cashier/Cook

Kwik Trip-Montello, WI

May 2023 to November 2023

- Process customer transactions quickly and accurately
- Maintain a clean and organized checkout area
- Manage cash drawer and ensure correct change is given
- Take customer orders with a friendly and patient demeanor
- Prepare and serve food according to safety standards

- Keep the service area stocked with supplies
- Address customer inquiries and resolve any complaints

Busser/Food Runner

Sparks Bar and Grill-Montello, WI
October 2019 to March 2022

- Greeted and sat guest
- Bussed tables in a timely manner
- Ran out food to each table
- ensured guest were happy with their food

Lifeguard

Wilderness Hotel and Resort-Wisconsin Dells, WI
May 2021 to October 2021

- Monitoring swimmers to ensure their safety and prevent accidents
- Enforce pool rules and regulations to maintain a safe environment
- Responding quickly to emergencies and performing water rescues if necessary
- administering first aid and CPR when needed
- Providing excellent customer service and assisting with any questions or concerns

Education

Second Year in Marketing

University of Wisconsin-Green Bay - Green Bay, WI
September 2023 to Present

High school diploma

Montello Jr/Sr High School - Montello, WI
September 2019 to May 2023

Skills

- Serving Experience
- Marketing
- Bartending
- Host/Hostess
- Social Media Management
- Restaurant Experience
- Merchandising
- Event Planning
- Digital marketing
- Project management
- Social media marketing
- Lifeguard

- Busser

Certifications and Licenses

CPR Certification