





SARAH JOYCE

DEDICATED HOSPITALITY PROFESSIONAL WITH PROVEN GUEST RELATIONS SKILLS GAINED THROUGH WORK IN ENTERTAINMENT

CONTACT

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SKILLS

- Ability to engage diverse audiences
- Superb interpersonal abilities and collaboration
- Adaptable under pressure, learns quickly
- Experience in luxury hospitality brand standards

EDUCATION

The University of Tampa 2016-2020

Batchelor of Fine Arts in Musical Theatre

- GPA of 3.80 with Honor Roll
- Executive Board Member for Tampa Tones
- KCACTF nominee

Archbishop Spalding 2012-2016

High School Diploma

- 3.75 GPA with Honor Roll
- Member of the National Honor Society.
- President of the Mixed Choir, Vice President of the Vocal Ensemble
- Girl Scout for 12 years with Bronze and Silver Awards.

REFERENCES

Kevin Jones
843- 251-9542
kjpas27@gmail.com

Margaret Scoggins
803- 324-3476
mna_entcmpymgr@oceaniacruises.com

PROFILE

Sarah is a driven performer bringing a creative spark and cultural fluency gained from entertaining audiences across the globe. Throughout her travels to over 35 countries in the past 2 years, she gained skills as a hospitality professional bringing refined interpersonal skills honed through managing VIP guest relations on luxury cruise ships. She is not only skilled in charming conversations with diverse clientele but also has the ability to diplomatically resolve client complaints. Sarah is poised and professional in fast-paced, upscale settings and able to apply service expertise for demanding clients.

WORK EXPERIENCE

Entertainment Cast

Norwegian Cruise Line Holdings Ltd. 2021-2023

- Build rapport and interact with guests during events like high tea through polished conversational skills and a warm, inviting manner.
- Host engaging recreational activities including golf, ping pong, shuffleboard, and more to bring guests together through friendly competition and shared interests.
- Display leadership qualities as vocal captain, guiding fellow performers through motivating rehearsal notes and constructive feedback.
- Captivate crowds as lead singer at lively functions including the Captain's Cocktail and Party Sets through stage presence and vocal talent.
- Showcase versatility and talent by performing a wide variety of musical theater, pop, rock, and dance shows.
- Exhibit exceptional organizational abilities handling tasks such as sheet music management, communications, and event preparation with the band.
- Maintain a polished, sophisticated appearance at all guest interactions, upholding luxury hospitality standards.

Performer/Teaching Artist/Stage Manager

Florida Repertory Theatre 2020-2021

- Showcase acting and singing abilities as a cast member in professional theater productions, requiring memorization of lines, songs, and choreography as well as developing believable characters and strong stage presence
- Exhibit physical stamina and teamwork in set construction, handling props, and striking, including tasks like painting, carpentry, lighting, and safely operating technical equipment
- Demonstrate patience, energy, and communication skills guiding children in the performing arts as a teacher at the theater's camp programs
- Manage and coordinate technical, administrative, and performance elements as stage manager for children's theater shows
- Demonstrated professionalism and diligence in documentation responsibilities and organizational tasks while being a stage manager
- Bring enthusiasm and willingness to learn new skills across a range of theater roles and responsibilities
- Display reliability, punctuality, and professionalism when handling various duties supporting theater operations and productions

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"PASSIONATE, ADAPTABLE, DEPENDABLE, POSITIVE"

WORK EXPERIENCE

Wait Staff

Fresh Kitchen 2019-2020

- Handle multiple tasks efficiently and maintain composure in fast-paced environment
- Adhere to all sanitation, safety, and alcohol service guidelines and regulations
- Present menus, explain daily specials, and answer questions regarding food and beverages
- Stock service areas before and after shifts to ensure adequate supplies
- Maintain cleanliness of dining area, including tables, floors, and seating areas
- Serve food and beverages, ensuring orders match tickets as well as relay orders to kitchen staff clearly and efficiently
- Perform side duties such as filling condiments, resetting tables, rolling silverware
- Present checks to guests and process payments accurately and efficiently
- Warmly greet and assist guests in a prompt, friendly manner

Fundraiser

University of Tampa 2018

- Contact alumni, parents, and friends of the college via telephone to solicit donations
- Raised \$5000 for the university in just 6 weeks (this was a temporary 6 week position)
- Use CRM database to update constituent records with outcome of calls
- Communicate the importance of donations in providing student scholarships, facilities, programs, etc.
- Thank every donor for their time and maintain a positive attitude and show appreciation for the donor's perspective regardless of outcome of call
- Support the overall development and advancement efforts of the college
- Achieve weekly fundraising targets and goals
- Demonstrate enthusiasm and integrity promoting the college's mission and priorities

Performer/Waitress/Hostess

Company name 2017

- Perform pre-show preparation tasks such as preset tables, confirm reservations, print menus
- Warmly greet guests as they arrive and escort them to their tables in the dining area
- Take food and drink orders accurately, input into POS system and convey to kitchen
- Entertain guests by performing in the musical stage production as well as lines, lyrics, blocking, choreography, and cues throughout the run of the show
- Collaborate with directors, choreographers and other cast members to polish and perfect the show
- Serve meals and drinks to guests in a timely, friendly manner throughout their dining experience
- After the show, clear plates, present checks, process payments with the POS system
- Maintain cleanliness, safety and quality standards in the dining room, kitchen and stage areas
- Contribute to a fun, enthusiastic environment during shifts and shows

SARAH JOYCE

TO WHOM IT MAY CONCERN,

With over 5 years delighting audiences, dinner guests, donors, and diners in fast-paced service settings, I have a unique blend of stellar customer service skills and the composure needed to excel as your Bookkeeping Software Customer Support representative.

My background in luxury cruise ship service honed abilities in engaging communication, creative problem-solving, and coordinating complex logistics; On stage, I quickly absorbed extensive material from scripts to choreography; As a call center fundraiser, I exceeded targets through clear explanations, warm outreach, and quickly adapting to new technology. Waitressing sharpened my abilities to juggle a fast-paced environment, and remaining calm under pressure;

As a stage manager, diligent paperwork and organization were essential as I smoothly coordinated technical and performance elements. All of these roles taught me how to excel and adapt to new and fast-paced environments.

Having utilized booking platforms and CRMs in previous roles, I am a quick learner when mastering new software. My ability to rapidly pick up technology solutions will enable me to smoothly train on your software specifics.

Though my background is not a traditional fit, in every job I undertake, my primary focus has been spreading joy and creating memorable experiences for my customers. I would love to bring this same passion to helping your clients, troubleshooting software challenges, and ensuring a smooth user experience. Though my background is not typical, I am confident my unique blend of talents in entertainment, communication, and coordination will enable me to support your customers to the highest standard.

SINCERELY,

A handwritten signature in black ink that reads "Sarah Joyce". The signature is written in a cursive, flowing style.

SARAH JOYCE
