

# Brianna Gratton

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## Objective

- Position where I am able to contribute to guest satisfaction as well as operations and morale

## Qualifications

- **Leadership:** Senior attendant at Fabulous Freddy's car-wash where I assisted in training new hires; Captain of Shadow Ridge soccer team where-in I lead players in practice, taught strategies and worked alongside main coach
- **Communication:** 2+ years of guest-employee interaction at Fabulous Freddys at front booth along with creation of relationships with returning guests by positive correspondence
- **Pos Systems:** Extensive experience working behind a cash/card register with the added responsibility of counting down after a shift as well as supervising new employees working towards promotion

## Education

Major in Economics  
University of Reno, Nevada  
Class of May 2022

Advanced Honors Diploma  
Shadow Ridge High School  
June 2018 Graduation

## Extra-Curricular

- 3+ of donation for Las Vegas homeless through Shadow Ridge Soccer Team
- Member of Black Student Organization
- General Assembly through Student Council

## Achievements

- Awarded Most Valuable Player for soccer- 2014
- Pack Pride-Level scholarship, \$1,500- 2018
- Las Vegas Hospitality Association, Child of LVHA Scholarship, \$2,500- 2018
- Advanced Honors Diploma- 2018

## Work Experience

Fabulous Freddy's 2016 - 2018

- **Wiper:** I was to wash cars and educate guests on all the departments and specials. I had to maintain a clean work space, provide a positive atmosphere, and work productively.
- **Cashier:** After promotion I was in charge of promoting our specials, selling car washes, and satisfying guests and creating lasting guest relationships
  - ◆ I was expected to be well-versed of the business' services, as well as educate guests, maintain my register, and handle money