

Kayla Massenburg

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EXPERIENCE

Brewer's Cafe, 1125 Bainbridge St, Richmond, VA 23224– Barista & Cook

June 4, 2018 -June 4,2019

- Crafting coffee and pressed espresso based drinks , while measuring out proportions to create the perfect beverage.
- Making breakfast and lunch based sandwiches such as: paninis, burritos,croissants, bagels,clubs and wraps.
- Cleaning all required equipment to ensure all food and beverages remained fresh.

Which Wich Superior Sandwiches, L1225 W Broad St, Richmond, VA 23220– Cashier & Sandwich Maker

May 23,2019 - Aug 30,2019

- Crafting sandwiches with the basic required ingredients , adding any additional ingredients requested by the customer and reading the bag with the customers markings to create their desired sandwich.
- Making hand spun milkshakes
- Cleaning the store top to bottom every shift and ensuring that all prep food is completely stocked for food.

Kroger - Cashier

August 23,2019- February 24,2020

- Clicklister & Cashier
- Feeding the human spirit
- Picking individuals groceries to ensure them an easier time getting the nutrition they need
- Promoting zero hunger

Old Dominion University ,5115 Hampton Blvd, Norfolk, VA 23529

Monarch Orientation- Orientation Leader

January 23,2021 -January 8,2022

- Helping new students and families in their transition to becoming a part of the Monarch Nation.
- Assisting with the preparation and transport of materials distributed during orientation.
- Knowledgeable of ODU facilities, services, and programs, and be able to successfully communicate this information to new students and families.
- Facilitating group activities like introductions, icebreakers, and general discussions.
- Teaching students to navigate the registration process.

- Assisting Academic Advisors with course scheduling and registration procedures during orientation.
- Assisting in directing students and families throughout the program.
- Serving as a positive peer mentor and ODU representative.
- Working with Student Transition and Family Programs staff.

Aramark - Chick Fil-A Cashier

March 24 , 2021-August 7,2021

- Providing customers with proper customer service opportunities
- Preparing food
- Maintaining a clean and safe environment.

Outdoor Adventure Program -Rental Center Attendant

July 15,2021 -Nov 12,2021

- Providing information and promoting the Outdoor Adventure Program
- Providing excellent customer service; be courteous and exceed customer expectations
- Maintaining Equipment / Rentals
- First Aid
- Handling customer complaints and inquiries

Housing and Residence Life Resident Assistant

August 16,2021-Present

- Building the Community
- Engaging with residents
- Taking residents to campus events and activities.
- Conducting floor meetings
- Connecting students to resources and involvement opportunities
- Planning & facilitating study groups
- Meeting with residents to discuss their academic progress.
- Developing and utilizing strong administrative skills (work with keys,mail, community emails, etc.)
- Recommending campus resources to students.
- Providing customer service to students and guests/families.
- Helping to maintain safety in residential communities.

SpringHill Suites by Marriott Guest Services

June 2022 - November 21,2022

- Registering guests into the hotel in a prompt and courteous manner:Booking guest reservations or coordinating with the reservation center.
- Using up-selling techniques to maximize room rates: preparing for group check in and out, VIP arrivals and becoming informed of events/functions in the hotel during the shift.
- Checking out guests out of the hotel; processing customer payments according to established policies and procedures.
- Responding to guest requests promptly :promoting hotel services, facilities and outlets, providing guests with information such as local attractions and directions to increase guest satisfaction.
- Resolving guest complaints to the satisfaction of the customer: informs supervisor of major problems, complaints, disturbances or unhappy guests.

- Handling departmental accounting of money : receipts, guest accounts, posting charges, completing cashier's report and preparing deposits.

EDUCATION

Maggie L. Walker's Governor's School, 1000 Lombardy Street

September 2016 - May 2020 ,

- Advanced High School Diploma

Old Dominion University, Norfolk, VA 23529

August 29, 2020 - Current

Major : International Studies

Minor : Human Services

GPA: 3.40