

# Charlotte Lapp

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\*AI enhanced version for the hospitality industry

## Objective

Motivated and dependable Business student seeking a position in the hospitality industry. Eager to deliver excellent guest experiences through strong communication, attention to detail, and a positive, service-oriented attitude.

## Education

### **Bachelor of Science in Business**

University of Nevada, Reno

Expected Graduation: 2029

## Relevant Experience

### **Childcare Provider**

**Self-Employed | Reno, NV**

- Provided attentive, reliable care while ensuring a safe and welcoming environment
- Prepared meals and maintained clean, organized living spaces
- Demonstrated strong time management and punctuality, consistently arriving on schedule
- Engaged children through activities that required patience, communication, and adaptability
- Built trust with families through professionalism and dependability
- Volunteer Experience
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### **Blue Star Moms**

- Assisted in assembling and packaging care packages for deployed military personnel
- Demonstrated teamwork, organization, and attention to detail
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### **Elise L. Wolff Elementary School**

- Organized classroom materials and books to support an efficient learning environment
- Assisted staff with daily classroom activities and student engagement

## **Memory Care Facility**

- Interacted with residents to provide companionship and emotional support
- Assisted staff in maintaining a positive and respectful environment

## **Skills**

- Guest Service & Customer Experience
- Strong Communication & Interpersonal Skills
- Ability to Work in Fast-Paced Environments
- Time Management & Reliability
- Conflict Resolution & Problem Solving
- Team Collaboration
- Attention to Cleanliness & Organization
- Adaptability and Willingness to Learn

## **Hospitality Strengths**

- Creating welcoming and friendly environments for guests
- Maintaining high standards of cleanliness and presentation
- Anticipating guest needs and responding promptly