

Julia Lovelace

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Summary

Dynamic individual with a background in customer service and coaching. Recognized for strong time management and team collaboration skills, dedicated to fostering a positive environment and enhancing operational efficiency.

Skills

- Customer service
- Effective communication
- Conflict resolution
- Assertiveness
- Team building
- Event coordination
- Time management
- Team collaboration

Experience

RESTAURANT HOSTESS | 07/2024 - 08/2025

Morecis Chop House - Clayton, California

- Greeted and seated guests in a welcoming manner.
- Managed reservations using restaurant's booking system to optimize guest seating and enhance dining experience.
- Coordinated with servers to ensure smooth guest flow.
- Assisted in maintaining cleanliness of dining area.
- Handled guest inquiries and provided information on menu items.
- Supported special events by setting up dining spaces accordingly.
- Monitored wait times and communicated updates to guests, reducing uncertainty and improving overall guest flow.
- Answered phone inquiries to schedule and confirm reservations, record takeout orders and respond to service questions.
- Resolved customer complaints professionally, fostering positive guest relationships and ensuring satisfaction.
- Greeted customers and escorted them to their tables.
- Answered telephone to provide dining information and take reservations.
- Performed opening and closing duties such as restocking supplies and cleaning work areas.

COACH | 06/2025 - 07/2025

Be Elite - Clayton, California

- Facilitated skill development sessions for athletes to enhance performance and teamwork.
- Communicated effectively with athletes and parents to address concerns and updates.
- Maintained a positive, motivating atmosphere during training sessions and competitions.
- Mentored and encouraged youth to develop strong work ethic by being positive role model and regularly practicing skills.
- Created culture of good sportsmanship, cooperation and responsibility among athletes and coaching staff.
- Encouraged players with positive reinforcement during game play or practice sessions.
- Provided guidance to participants in order to help them develop their skills and achieve desired goals.

Education and Training

Clayton Valley Charter High School - Concord, CA | High School Diploma

06/2025

Awards & Honors

- National Scholar Society

Activities

- Active member of a Sorority
- Mental Health Activist