

Hope Landberg

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PROFESSIONAL SUMMARY

Passionate community member dedicated to helping others and sharing knowledge. Proven ability to multitask, work creatively through challenges, and arrive with a consistent energy of doing my best. Well-rounded, experienced, and exuding positive energy.

PROFESSIONAL WORK EXPERIENCE

Pinot's Palette – Chicago, IL
Sip & Paint Instructor

August 2022- November 2024

- Sets up painting classes ranging from 1-40 patrons - sometimes more at special events.
- Either instructs the class or assists, either way offers patrons help and provides creative feedback.
- Socializes with patrons after class - checks in about experience and also cleans up after the class.
- Takes drink orders and restocks supplies.

Tuco & Blondie – Chicago, IL
Bartender & Server

August 2022- November 2023

- Serves as a hospitable and efficient working bartender in a fast-paced environment.
- Performs opening and closing duties.
- Reads social cues and finds best way to communicate to each group that comes in.
- Helps guests feel welcome and genuinely enjoy their stay to best of ability.

Eli Tea Bar – Chicago, IL
2022
Tea Barista

January 2022- October

- Serving loose leaf tea and maintaining business flow
- Cultivating an open, friendly environment and connecting with the Andersonville community

Newport Children's Academy – Chicago, IL
2023
Lead Toddler Teacher

February 2021 - March

- Designs curriculum, preps materials, and implements schedule
- Delegates tasks to other teachers during lead weeks
- Cleans up after each meal and activity
- Communicates with parents, coworkers, and directors daily to ensure everybody is up to date on all children's needs
- Is aware of and practices safety for specific allergies
- Uses time to the best of ability- always ready for the next part of the day and mindful of everything that's happening. Prioritizes tasks dependent on each situation
- Performs a variety of revolving extra work; such as ensuring holidays are celebrated and the classroom is decorated to the season or week's theme

Left Coast – Chicago, IL
2020

May 2019 to September

Front of House Supervisor/Bartender/ Barista

- Greeted customers and provided information for specials and promotions
- Trained new hires and ensured they followed proper restaurant protocols
- Used knowledge of drink and recipe formulas and training skills to provide quality beverages
- Upheld the highest standards in restaurant maintenance and sanitation requirements
- Ran register, ensured accurate deposits, managed inventory and ordered supplies as needed
- Entrusted as a key holder and performed store closing duties

Blackberry Market – Glen Ellyn, IL
Front of House Employee

June 2018 to May 2019

- Greeted customers and answered any questions regarding menu items or goods available
- Brewed coffee and teas, adjusted grinder sizes and pull times, and ensured fresh beverages were readily accessible
- Assisted in various functions including line cook, expo, food runner, floater, and barista
- Performed store opening and closing duties
- Ran register and ensured accurate deposits

Roth's Fresh Markets – Independence, OR
2018

August 2017 to June

Bakery Sales Clerk

- Filled and completed customer orders in a timely manner
- Performed bakery duties and decorated bakery items
- Prepared and maintained inventory and production records
- Answered any customer questions regarding bakery goods available

Holiday Stationstores – Superior, WI
2017

November 2016 to May

Sales Associate/ Cashier

- Communicated with customers regarding merchandise
- Enhanced sales and promoted growth within the company
- Kept accurate records of sales

Dunkin' Donuts – Superior, WI
2017

October 2015 to May

Crew Member

- Accurately crafted 40 different coffee and food items with speed and precision
- Answered questions regarding menu items and daily specials
- Took orders and assisted with cashier duties by providing correct change and receipts
- Followed all food and safety procedures according to OSHA standards and guidelines
- Performed cashier duties to total customer purchases, accept payment and provide change as needed

Applebee's – Superior, WI
2016

January 2016 to June

Hostess

- Greeted customers and sat them in the appropriate areas
- Answered calls and entered accurate orders
- Organized deliveries and invoiced orders at the end of every shift
- Addressed issues with orders and work to resolve issues with customers directly

EDUCATION

Superior High School, Superior, WI – High School Diploma, Graduated June 2016

Ashworth College, Online - Certificate in Early Childhood Education, Completed August 2023

Harold Washington College, Chicago, IL – Associate in Arts Degree, Completed December 2024

Chicago School of Yoga, Chicago, IL – Yoga Teaching Certification, Completed February 2020

Superior High School, Superior, WI – High School Diploma, Graduated June 2016

University of Illinois-Chicago, Chicago, IL – Bachelor's in the Arts, IDEAS Major, In progress