

Andreana Barfield's Eportfolio

As a child, I did not grow up wanting to be in the Hospitality industry. I wanted to be a lawyer then a judge. So naturally after high school I attended John Jay College of Criminal Justice. A year or so later, I began attending Borough of Manhattan Community College. I took a break after completing my prerequisites. While on that break I worked at Baskin Robbins and I discovered a passion to serve people, by treating them the way I would want to be treated. My short term goal is to pass my classes with an A. My long term goal is to graduate with honors.

My first experience serving the general public was working as a cashier at a supermarket. At first I disliked working there because of the customers, but eventually helping them grew on me. It was a joy to know that I was helping someone feed themselves and their family while providing them a smile (which went a long way) to make them feel welcome. Six months later I started working at Baskin Robbins. Again I had to adjust to the customers. It was a shock for me to see people get upset about receiving what they believed to be not enough ice cream or that a beverage cup was not filled to the brim. It was in this job that I learned that they are spending their money to receive a level of service from me, and it was my responsibility to meet them at their request. There were loyal customers who once they would walk in the door, I would start making their order because I grew to know each one. I went from cashier to shift leader in a couple years. I was responsible for opening and closing the store, handling deliveries and before I left, decorating cakes. I currently work as an activities coordinator at an adult social day care. Now I work with seniors and I still have a certain level of service I have to provide. I am open to working many different positions to learn more about the hospitality industry, My long term goal is to open up my own business.

I believe my personal strengths are: I am honest, I am kind and friendly. I enjoy making people feel welcomed and comfortable. I like to get things done and not procrastinate. I enjoy meeting new people, learning about different cultures and exploring new places. I believe my personal strengths will equip me to work well in this industry.