Meghan Harms

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EXPERIENCE

The Walt Disney Company Lake Buena Vista, FL
(Attractions Host) May 2026 – Present

- Controlled guest flow and managed ride operations at Walt Disney World Resort, safely dispatching over 10,000 guests weekly while upholding all critical safety guidelines.
- Mediated and resolved 98% of complex guest inquiries on first contact, minimizing disruption and enhancing the overall guest experience at the attraction.
- Executed safety spiels and managed loading zones, ensuring 99% adherence to all operational procedures and preventing potential hazards.
- Maintained attraction readiness and operational integrity through daily execution of opening and closing procedures, including crowd control during peak operational hours.

P.F Chang's Warrington, PA
(***Hostess)*** June 2023 – February 2025

- Assessed reservation system and delegated tasks to ensure the smooth handling of 100+ dining reservations during peak times, particularly during high-demand periods such as holidays, minimizing wait times by 10 minutes based on positive customer comments.
- Managed 50+ inbound phone calls handling customer queries, booking up to 100+ reservations simultaneously during peak hours, demonstrating conflict resolution and service recovery skills which boosted operational efficiency and received commendations from management.
- Facilitated streamlined oral and written communication among three areas, the host stand, kitchen, and dining room, identifying key challenges that arose in service delivery; implemented solutions resulting in an increase of on-time table turnover by two hours each week.
- Ensured cleanliness and safety of guest areas by implementing a daily inspection routine, leading up to a 50% reduction in hygiene-related complaints from guests over three months.

The Walt Disney Company Lake Buena Vista, FL
(*Food and Beverage Host)* September 2022 – April 2023

- Processed over $10,000 in daily transactions across cash, credit, and mobile payments, maintaining a 99.9% accuracy rate and zero loss incidents.
- Delivered welcoming, hospitable guest service that created a comfortable and enjoyable dining experience for guests.
- Guaranteed precise meal fulfillment for 100+ orders and dining reservations weekly, by rigorously confirming dietary restrictions and adhering to all critical food safety standards.
- Stayed calm under pressure in a fast-paced environment, resolving guest issues and preserving satisfaction scores.

EDUCATION

Saint Joseph's University Philadelphia, PA
Bachelor of Arts May 2022
Major: Communications Studies

- Dean's List 2021-2022
- Member - Alpha Omicron Pi Fraternity and Sorority.

Bucks County Community College Newtown, PA
Associate of Arts August 2020

- Dean's List 2019-2020
- President's Honor List
- Phi Theta Kappa Honor Society

SKILLS & LANGUAGES

- Multimedia & Creative: Adobe Creative Cloud (Photoshop, Illustrator), DSLR Photography, Video Editing, HTML & CSS
- Guest Systems & Operations: Disney Experience platform, Mobile Device Navigation, Cash Handling and POS Transactions, Reservation Systems
- Public Speaking