

Veronica Lambertsen is a small business owner and hospitality professional with over three decades of experience in motel ownership, restaurant operations, customer service, and administrative management. She brings hands-on leadership, financial and operational oversight, and strong organizational skills developed through long-term ownership and community involvement. Her career reflects consistency, accountability, and trusted responsibility.

## **Contact Information**

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## **Education: Home Schooled**

## **Professional Summary**

Hospitality business owner and administrative professional with more than 30 years of experience managing motel operations, restaurant ownership, clerical functions, and customer service. Highly skilled in daily operations management, record-keeping, scheduling, guest relations, and small business administration. Known for reliability, long-term leadership, and operational consistency.

## **Professional Experience**

### **Owner / Operator**

Bird Creek Motel – Bird Creek, AK  
December 2001 – Present

- Own and operator a motel property
- Oversee daily operations, guest services, and administrative functions

- Manage reservations support, customer communication, and scheduling
- Maintain business records, correspondence, and operational documentation
- Ensure smooth day-to-day operations and professional guest experience

### **Owner / Manager**

Bird Ridge Cafe & Bakery – Bird Creek, AK

December 1995 – July 2007

- Owned and managed a customer-facing restaurant and bakery
- Oversaw daily operations, staff scheduling, and service standards
- Managed customer service, opening and closing procedures, and workflow coordination
- Assisted with inventory, cash handling, and operational organization

### **Server**

Cafe of the Lyon Family – Girdwood, AK

October 1988 – August 1994

- Provided customer service in a fast-paced dining environment
- Took orders, served meals, and supported efficient service operations

### **Laborer**

Bell's Nursery

April 1988 – July 1988

- Performed general labor and support duties in a nursery environment

### **Staff Member**

IDEA Homeschool

- Supported homeschool education programs and administrative needs

## **Volunteer & Community Leadership**

### **Secretary**

Turnagain Arm Community Council  
September 2023 – Present

- Provide clerical and administrative support for council operations
- Assist with documentation and community communication

### **Secretary**

Moms for Liberty  
March 2024 – Present

- Provide secretarial and organizational support

### **Board Member**

St. Nicholas of Myra Byzantine Catholic Church  
September 2005 – October 2017

- Served in long-term leadership and governance role

### **Unit Leader & Volunteer**

American Heritage Girls, Inc.  
September 2014 – May 2018

- Led and supported youth leadership and service programs