

FOOD SERVER

Summary

I have sixteen years of experience in the customer service industry. My experience includes, customer-oriented food server, crew trainer and housekeeper with a deep experience with POS systems and cash handling procedures. I have four years experience with **Microsoft Office** and **Adobe Media Arts Software**. Â

Highlights

- Microsoft Office Excel
- Microsoft Office Access
- Microsoft Office Word
- Microsoft Office PowerPoint
- Adobe PhotoShop
- Adobe Illustrator
- Math and language skills
- Excellent multi-tasker
- Conversant in Spanish
- Delivers exceptional customer service
- Comfortable standing for long time periods
- Neat, clean and professional appearance
- Cash handling
- Reliable and punctual

Accomplishments

- 2000 - While working for Lucky Lill's Casino I took **TIPS** training and passed with a perfect score. I was awarded a certificate and an hourly raise.
- 2003 - While working for Denny's Restaurant I was recognized by management for going above and beyond normal job functions. I was promoted by the owners to the title of "**Crew Trainer**". Duties included training all new wait-staff employees on company procedures and proper customer service.

Experience

Food Server Company Name 1/4 City , State

2000 - 2003 Â

Recorded customer orders and repeated them back in a clear, understandable manner. Up-sold additional menu items, beverages and desserts to increase restaurant profits. Correctly received orders, processed payments and responded appropriately to guest concerns. Served fresh, hot food with a smile in a timely manner. Resolved guest complaints promptly and professionally. Prepared and served beverages such as coffee, tea and fountain drinks. Mastered Point of Sale (POS) computer system for automated order taking. Frequently washed and sanitized hands, food areas and food preparation tools. Maintained a neat, well groomed appearance including impeccable personal hygiene, hair restraint and minimal jewelry that met company standards. Worked well with teammates and openly invited coaching from the management team. Prepared items according to written or verbal orders, working on several different orders simultaneously.

Cashier Company Name 1/4 City , State

1997 - 1998 Â

- Mastered Point of Sale (POS) computer system for automated order taking.
- Recorded customer orders and repeated them back in a clear, understandable manner.
- Processed payments and responded appropriately to guest concerns.
- Up-sold additional menu items, beverages and desserts to increase restaurant profits.
- Properly portioned and packaged take-out foods for customers.
- Took necessary steps to meet customer needs and effectively resolve food or service issues.
- Communicated clearly and positively with co-workers and management.

Housekeeping Company Name 1/4 City , State

2004 - 2005 Â

Hand dusted and wiped clean office furniture, fixtures and window sills. Removed finger marks and smudges from vertical surfaces, including doors, frames and glass partitions. Swept and damp-mopped private stairways and hallways. Cleaned the exterior surfaces of lighting fixtures, including glass and plastic enclosures. Emptied and cleaned all waste receptacles. Cleaned and returned vacant rooms to occupant-ready status. Stocked toilet tissue and paper towels, as well as other restroom supplies. Supplied guests with extra towels and toiletries when requested. Stocked room attendant carts with supplies. Removed trash and dirty linens from room attendant carts. Swept and vacuumed floors, hallways and stairwells. Cleaned rooms to the satisfaction of all clients.

Cashier Company Name 1/4 City , State

1998 - 2000 Â

Correctly received orders, processed payments and responded appropriately to guest concerns.

Recorded customer orders and repeated them back in a clear, understandable manner.

Took necessary steps to meet customer needs and effectively resolve food or service issues.

Up-sold additional menu items, beverages and desserts to increase restaurant profits.

Promptly reported complaints to a member of the management team.

Communicated clearly and positively with co-workers and management.

Served orders to customers at windows, counters and tables. Mastered Point of Sale (POS) computer system for automated order taking.

Maintained a neat, well groomed appearance including impeccable personal hygiene, hair restraint and minimal jewelry that met company standards. Worked well with teammates and openly invited coaching from the management team.

Media Arts Tutor Company Name 1/4 City , State

2013 - 2014 Â

- Tutored PhotoShop, Aftereffects and Illustrator to students in need of extra help and understanding of class assignments.
- Supplied one-on-one attention to each student, while maintaining overall focus on the entire group.

Crew Trainer & Graveyard Server Company Name 1/4 City , State

2003 - 2004 Â

Correctly received orders, processed payments and responded appropriately to guest concerns. Recorded customer orders and repeated them back in a clear, understandable manner. Took necessary steps to meet customer needs and effectively resolve food or service issues. Up-sold additional menu items, beverages and desserts to increase restaurant profits. Served fresh, hot food with a smile in a timely manner. Communicated clearly and positively with co-workers and management. Resolved guest complaints promptly and professionally. Prepared and served beverages such as coffee, tea and fountain drinks. Carefully maintained sanitation, health and safety standards in all work areas. Mastered Point of Sale (POS) computer system for automated order taking. Maintained a neat, well groomed appearance including impeccable personal hygiene, hair restraint and minimal jewelry that met company standards. Followed all established restaurant practices and procedures. Worked well with teammates and openly invited coaching from the management team.

Graveyard Food Server & Supervisor Company Name 1/4 City , State

2006 - 2007 Â

- Correctly received orders, processed payments and responded appropriately to guest concerns.
- Recorded customer orders and repeated them back in a clear, understandable manner.
- Up-sold additional menu items, beverages and desserts to increase restaurant profits.
- Prepared and served beverages such as coffee, tea and fountain drinks.
- Took necessary steps to meet customer needs and effectively resolve food or service issues.
- Resolved guest complaints promptly and professionally.
- Carefully maintained sanitation, health and safety standards in all work areas.
- Frequently washed and sanitized hands, food areas and food preparation tools.
- Maintained a neat, well groomed appearance including impeccable personal hygiene, hair restraint and minimal jewelry that met company standards.
- Recorded the shift books accurately and professionally on a nightly basis.
- Followed all established restaurant practices and procedures.
- Communicated clearly and positively with co-workers and management.

Casino Runner Company Name 1/4 City , State

2005 - 2006 Â

- Educated customers on game rules and mathematical probabilities of various wagers.
- Oversaw cage operations for casino.
- Took and paid bets and retrieved cards.
- Recorded customer beverage orders and repeated them back in a clear, understandable manner.
- Increased volume and loyalty to the casino by attracting new players and building one-on-one relationships with guests.
- Processed cash advances on credit cards.
- Promptly reported complaints to a member of the management team.

Cashier Company Name 1/4 City , State

1997 - 1998 Â

- Mastered Point of Sale (POS) computer system for automated order taking.

- Recorded customer orders and repeated them back in a clear, understandable manner.
- Properly portioned and packaged take-out foods for customers.
- Up-sold additional menu items, beverages and desserts to increase restaurant profits.
- Took necessary steps to meet customer needs and effectively resolve food or service issues.
- Communicated clearly and positively with co-workers and management.
- Followed all established restaurant practices and procedures.
- Closely followed standard procedures for safe food preparation, assembly and presentation to ensure customer satisfaction.
- Frequently washed and sanitized hands, food areas and food preparation tools.

Education

Associate of Arts , Computer Media / Media Arts 2014 The University of Montana i¼ City , State , Missoula

- I am currently attending The University of Montana in pursuit of my Bachelor of Arts degree.

Skills

Adobe Photoshop, e-mail, Adobe Illustrator, Access, Excel, **Microsoft Office** , PowerPoint, Word, Phone, Type