

Mary Smith

1111 Avenue Dr., New York, NY 00000

(111) 123-4567 ♦ email@email.com

Qualifications Summary

Professional *Hostess & Dining Room Server* holding proven experience providing quality service to customers while maintaining a positive, up-beat attitude. Works well in a team as well as independently, and has the ability to be effectively cross-trained within various departments in order to enhance productivity levels. Shows enthusiasm and passion towards the restaurant industry and can successfully apply valuable skills learned with (Certain Company Name) to future positions. Works efficiently within fast-paced settings while demonstrating outstanding problem resolution and multi-tasking capabilities.

Areas of Expertise

- ✓ Skilled in all Dining Room/Kitchen Functions
- ✓ Customer Service Specialist
- ✓ Student Services/Financial Aid
- ✓ Clerical/Administration
- ✓ Policies & Procedures
- ✓ Microsoft Office Suite

Professional Experience

COMPANY NAME ONE - Server 01/2015 – Present

- Accurately closes out checks, answers phone calls in a professional and friendly manner, and properly seats customers.
- Process “orders to go” efficiently by demonstrating superb multi-tasking and attention to detail skills.
- Acts as Barista, carrying out coffee/espresso orders.
- Takes orders quickly and accurately and manages food delivery on time, ensuring 100% satisfaction; upsells restaurant food and drink products as well.
- Maintain cleanliness and organization of dining room; assist servers with food deliveries.

COMPANY NAME TWO – Server 04/2013 – Present

- Maintains a clean, safe, and organized working environment.
- Provides quality service to multiple customers, demonstrating excellent multi-tasking skills within a fast paced environment.
- Processes payments accurately via credit and cash methods, and balances cash and tickets at the end of the day.
- Effectively up-sells menu/food items to customers by utilizing strong knowledge learned.

COMPANY NAME THREE – Pizza Crew Member 10/2011 – 04/2013

- Accurately took orders and was responsible for creating food menu items following company recipes, specifications and procedures; processed orders quickly via strong time-management skills.
- Helped train new employees and assisted staff when needed.
- Practiced safety and security procedures while maintaining cleanliness throughout.

COMPANY NAME – Financial Aid Assistant 08/2011 – 07/2013

- Assisted students with questions about financial aid processes and paperwork completion, assuring all forms were filled out accurately.
- Answered phones and managed all office duties quickly and professionally.

CORE QUALIFICATIONS

- ✚ Calm Under Pressure
- ✚ Excellent Communication Skills
- ✚ Well-Organized & Detailed
- ✚ Effective Decision Maker
- ✚ Strong Work Ethic/Loyal
- ✚ Trustworthy & Reliable
- ✚ Positive “Can-Do” Attitude
- ✚ Strong Leadership Skills

EDUCATION

ABC COMMUNITY COLLEGE –
Associates Degree
(3.9 GPA)

ABC HIGH SCHOOL – Diploma, 2011
(3.5 GPA)

ASSOCIATIONS

- Association
- Association
- Association