

# NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

## Profile

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## Experience

### Maitre'D - Noodles Italian Grille

MONTH YEAR - Present

- Initiated positive customer experiences by enthusiastically welcoming patrons and setting their tables before the meal
- Explained and promoted weekly specials, with a 54% success rate in upselling
- Organized and oversaw seating for large groups, including scheduling reservations, delegating serving tasks, and planning celebratory dessert service
- Reviewed patron dietary needs and communicated these requirements to the kitchen to ensure safe food handling
- Reconciled customer complaints by validating, apologizing, and offering solutions, netting a positive feedback rating of 97%

### Cashier - Horton Pharmacy

MONTH YEAR – MONTH YEAR

- Assisted customers in locating stock and specialty departments
- Processed multiple payment options, including cash, checks, credit cards, and SNAP benefits, through the POS system
- Directed incoming phone calls to the appropriate department
- Earned multiple awards based on 43% YOY sales growth, 92% customer feedback scores, and 0 tardies throughout my employment

### Project Experience

- Initiated a new reservation-taking protocol that catered to dietary restrictions and allergens
- Developed a large-party rotation for a team of seven servers, leading to increased table turnover

## Education

### Associate's Degree in Hospitality Management - Tristar Community College

Graduated May 2017

- GPA: LIST
- AWARD
- AWARD

### DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

## Skills

### Expertise

- Prioritization
- Collaboration
- Optimism in the face of adversity
- Customer relations
- Taking and communicating food orders

## Licenses & Accreditations

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- Dean's List, 2016-2017
- Mediation and Conflict Resolution Certification through the ESSEC Business School online coursework