

JESSICA CLAIRE

100 Montgomery St. 10th Floor ◆ (555) 432-1000 ◆ resumesample@example.com

PROFESSIONAL SUMMARY

Attentive Waitress with superior knowledge of ethnic dining and dedication to fantastic dining experiences. Trained in table-side serving with understanding of food and beverage pairings and great salesmanship. Known for maintaining speed and accuracy in high-traffic times. Dedicated food service professional well-versed in food and beverage operations as well as guest services. Experienced in managing large-scale events or intimate gourmet dining and afternoon tea services. Successful at building relationships with customers to increase loyalty and repeat business.

SKILLS

- Conflict and Complaint Resolution
- High Volume Dining
- Verbal and Written Communication
- Dining Room Cleaning and Upkeep
- Menu Recommendations
- High Energy and Stamina
- Cleaning and Sanitizing
- Cool Under Pressure
- Menu Memorization and Presentation
- Warm and Friendly
- Relationship Building
- PPE Guideline Compliance
- Order Accuracy and Delivery
- Customer Service and Rapport
- Food Safety Standards
- Team Player

PROFESSIONAL EXPERIENCE

Accountant, 09/2019 - Current

Alliant – Salem, VA

- Managed entire accounting cycle, including gathering information, preparing documents, finalizing reports and closing books.
- Created budgets and forecasts for management group to meet regular accounting deadlines.
- Prepared and filed state and federal tax forms for commercial and individual clients.
- Documented all cash, credit, fixed assets, accrued expenses and line of credit transactions.
- Evaluated and improved accuracy and completeness of financial records.

Chef, 09/2019 - Current

College Freshâ®, Inc. – Ames, IA

- Monitored line processes to maintain consistency in quality, quantity and presentation.
- Utilized proper cleaning techniques to sanitize counters and utensils used in preparation of ingredients.
- Collaborated with staff members to create meals for large banquets.
- Oversaw grill, stove and oven and cleaned all equipment after every shift.
- Mentored kitchen staff at all levels to prepare each for demanding roles.
- Collaborated with other personnel to produce and modify menus and selections.
- Hired, trained and managed all kitchen staff, including employee development, issuing disciplinary action and conducting performance reviews.
- Verified compliance in preparation of menu items and customer special requests.
- Handled and stored food to eliminate illness and prevent cross-contamination.
- Responded to dietary concerns and food allergies, creating dishes to meet customer needs and palates.
- Obtained fresh, local ingredients, resulting in lower grocery costs.
- Planned promotional menu additions based on seasonal pricing and product availability.
- Prevented cross-contamination from utensils, surfaces and pans when cooking and plating meals for food allergy sufferers.
- Checked freezer and refrigerator prior to each shift to verify correct temperatures.

Waitress, 02/1999 - 11/2002

Healthcare Services Group – Oklahoma City, OK

- Maintained order efficiency and accuracy through clear communication with kitchen staff, earning numerous recommendations from satisfied customers.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Checked identification for minimum age for sale of alcoholic beverages.
- Carried out complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.
- Bussed and reset tables to keep dining room and work areas clean.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals and walk-in business.
- Folded napkins and prepared silverware sets to provide adequate supply for host station.
- Enlisted coworkers' assistance for multi-order delivery to avoid spilling or dropping food.
- Inspected dishes and utensils for cleanliness.
- Stayed up-to-date on menu changes to help customers make food choices.
- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.

EDUCATION

Bachelor of Science: Psychology, 06/2022

California State University Los Angeles - Los Angeles, CA

Associate of Arts: Social And Behavioral Science, 06/2020

Los Angeles City College - Los Angeles, CA

Associate of Arts: Arts And Humanities, 06/2020

Los Angeles City College - Los Angeles, CA

Associate of Arts: Natural Sciences And Mathematics, 06/2020

Los Angeles City College - Los Angeles, CA

Associate of Arts: Spanish, 06/2020

Los Angeles City College - Los Angeles, CA

Associate of Arts: Psychology, 06/2020

Los Angeles City College - Los Angeles, CA

LANGUAGES

Spanish:

Negotiated:

English:

Negotiated: