

JESSICA CLAIRE

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SUMMARY

Enthusiastic individual with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting. Excited to begin new challenge with successful team.

SKILLS

- Training methods
- Sales leadership development
- New employee training
- Team development strategies
- Human Resources
- Product development
- Course design
- Verbal and writing communication

EXPERIENCE

Training Server With Management Experience, 02/2010 - Current

Cort Business Services – Tulsa, OK

- Led training classes and recorded instruction for later use.
- Created testing and evaluation procedures to assess performance before, during and after training sessions.
- Created effective training course objectives, course content and all materials.
- Mentored team members to succeed and advance within department and company.
- Planned and led training programs on staff development to enhance employee knowledge, engagement, satisfaction and performance.
- Presented training information via role playing, simulations and team exercises.
- Developed first training manual for company.
- Earned reputation for good attendance and hard work.
- Performed site evaluations, customer surveys and team audits.
- Improved operations by working with team members and customers to find workable solutions.
- Improved customer satisfaction by finding creative solutions to problems.
- Recognized by management for providing exceptional customer service.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.

Sales Associate, 02/2009 - 06/2010

Renaissance Club Sport – Aliso Viejo, CA

- Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Answered incoming telephone calls to provide information about products, services, store hours, policies and promotions.
- Sold various products by explaining unique features and educating customers on proper application.
- Offered product and service consultations and employed upselling techniques.
- Trained all new sales employees on effective sales, service and operational strategies to maximize team performance.
- Processed orders through system and coordinated product deliveries.
- Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service and operational goals.
- Planned and followed through with inventory management for each store.
- Interfaced with customers to resolve problems quickly.
- Developed relationships with customers and presented promotions that increased shelf space, sales and profit.
- Performed customer needs assessments and suggested appropriate solutions that would solve business issues.
- Made recommendations to customers to promote brand effectiveness and product benefits.
- Created and implemented store displays, promoting sales and growth.

Server, 09/2001 - 09/2007

Pappas Restaurants Inc. – City, STATE

- Satisfied customers by keeping drinks topped off and anticipating needs such as condiments and extra napkins.
- Educated guests on daily specials and menu offerings such as appetizers, entrees and desserts.
- Operated POS terminals to input orders, split bills and calculate totals.
- Partnered with team members to efficiently serve food and beverages.
- Promoted desserts, appetizers and specialty drinks.
- Completed opening and closing checklists by emptying trash, safeguarding alcohol and polishing silverware.
- Cleaned dining area between guests with efficient sweeping, glass washing and spill removal.
- Arranged each place setting attractively, using clean, chip-free plates and utensils.
- Restocked nonperishables and other items, including condiments and napkins from inventory to keep pantry well-supplied.
- Greeted customers, assisted with questions and made recommendations concerning daily specials, wine selections and desserts to guide patrons toward more profitable items.
- Checked patrons' identification to monitor minimum age requirements for consumption of alcoholic beverages.
- Managed closing duties, including restocking items and reconciling cash drawer.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Walked through dining room during service to monitor guest satisfaction and advise servers and bussing staff of specific service needs.
- Reviewed identification for patrons before serving alcoholic drinks.
- Assisted kitchen staff with food counts by determining number of items required for complete service.
- Maintained polite and professional demeanor to patrons to encourage inquiries and order placements.
- Served plated dinners, buffet-style dinners and passed hors d'oeuvres for parties.
- Circulated within assigned areas to assess and address customer needs, effectively prioritizing tasks during peak hours.
- Washed buffet, restaurant and banquet items, including silverware, dishes, cooking utensils, equipment and displays.
- Welcomed guests with personable attitude and smile, offering to bring beverage orders while reviewing menu options.
- Presented patrons with menus and specials promptly after seating, following up to address questions before taking orders.
- Operated and maintained cleaning equipment and tools, including dishwasher, hand wash stations, pot-scrubbing station and trash compactor.
- Addressed concerns or complaints quickly to improve service and escalated more advanced issues to management for resolution.
- Requested photo identification from patrons ordering alcoholic beverages to verify legal age of consumption.
- Processed customers' payments and provided receipts.

EDUCATION AND TRAINING

GED: 06/2019

Arlington Heights High School - Fort Worth, TX