

FAST FOOD RESUME EXAMPLE

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Customer-focused Food Service Worker with 8+ years of experience in fast food, retail, and customer service fields. Instrumental in resolving guests concerns and increasing their satisfaction levels with a stellar record of friendly and upbeat guest service. Collaborative communicator, able to multitask effectively in a fast-paced, deadline-driven environment.

Professional Experience

SUBWAY, LA CROSSE, WI

Fast Food Worker/Shift Manager, September 2015–Present

- Achieve 99.9% customer satisfaction rating based on client and receipt surveys
- Administer a team of 10+ fast-food cooks, cashiers and servers, delivering training on food preparation, presentation, sanitation, and safety procedures
- Assist in the recruitment and onboarding of 12+ kitchen staff and delivery drivers to efficiently serve the growing customer base
- Supervise and schedule shift timings to ensure 100% employee availability at their allocated station at assigned time frame
- Ensure 100% satisfaction by promptly processing orders from drive-through customers
- Serve 100+ fast-food items to 350+ customers daily and apply feedback reviews to address customers' concerns in a timely manner

McDONALDS, LA CROSSE, WI

Fast Food Worker, June 2011–August 2015

- Achieved optimal customer satisfaction by preparing tables and communicating with coworkers to deliver fast food items within 1 minute to customers' tables
- Performed all cash management activities such as cash and credit card, managing over \$2,000 of cash daily in the cash register
- Managed and trained a cross-functional team of 7+ employees on preparation and presentation of 47 fast food items
- Proposed effective cold storage solutions that reduced costs by 10%

Education

LA CROSSE COLLEGE, LA CROSSE, WI

Associate in Hospitality Management, May 2012

- Honors: *cum laude* (GPA: 3.8/4.0)

Additional Skills

- Proficient in MS Office (Word, Excel, PowerPoint), Aloha, and Micros POS Systems
- Bilingual fluent in English and Spanish