

FOOD SERVICE

from Resume Genius

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EDUCATION

B.S. / MARKETING

University of South Carolina,
Columbia, SC
May 2012

KEY SKILLS

Salesmanship



POS terminals



Restaurant equipment



Conflict resolution skills



Basic math skills



Bilingual (English / Spanish)



AWARDS

EMPLOYEE OF THE MONTH

The Big Lobster
2017

RESUME OBJECTIVE

Food Service Worker with 6+ years of experience serving and preparing food in a variety of different food establishments. Provides excellent customer service, and possesses encyclopedic knowledge of wines, entrees, restaurant equipment, and POS terminals. Looking to leverage my knowledge of the industry to score a management position at your restaurant.

PROFESSIONAL EXPERIENCE

FOOD SERVICE WORKER

The Big Lobster / Greenville, SC / 2016 - 2018

- Took customer orders with a friendly demeanor, consistently scoring over 90% satisfaction rating on customer feedback surveys
- Kept track of inventory to ensure that the restaurant never ran out of napkins, utensils, or POS paper rolls.
- Prepared appetizers, entrees, salads, and alcoholic beverages when the kitchen staff was stretched too thin, increasing workplace efficiency by 20%
- Trained 4 underperforming waiters in salesmanship methodology, increasing their sales to meet the company average of 83%
- Learned how to manually calculate and split bills, completing 53 orders during an instance when the POS terminal was down

ASSISTANT FOOD SERVICE WORKER

Smokey Joe's BBQ / Greenville, SC / 2012 - 2016

- Perfected menu presentation skills, providing customers a holistic understanding of the restaurant offerings, leading to a 15% increase in sales
- Helped take down phone orders, and passed on those orders to the kitchen using Smokey Joe's BBQ's special shorthand
- Maintained a hygienic kitchen by regularly mopping and disinfecting the workspace and washing all utensils and dishes.
- Mastered 3 types of POS Terminals, as well as receipt roll replacement