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EXPERIENCE

Crew Member/ Shift Lead, Jamba, Modesto, CA 4/2022 - Present

- Train and supervise team members to ensure that all tasks are completed accurately and efficiently
- Maintain inventory levels and order supplies as needed
- Implement company policies and procedures to ensure that the store runs smoothly
- Provide excellent customer service and resolve customer complaints in a professional manner
- Perform administrative tasks such as cash handling, opening and closing the store, and completing daily paperwork
- Ensure that the store is clean and organized at all times
- Proficient in making a variety of drinks quickly and accurately while multitasking to fulfill multiple drink orders simultaneously
- Knowledgeable in the ingredients and measurements required for various drinks
- Skilled in using equipment such as blenders and juicers to create custom drinks

Cashier/Waitress, Taqueria Los Compadres, Riverbank, CA 9/2019 - 3/2020

- Ensured guests had a positive experience at the restaurant by greeting customers and providing swift and courteous service professionally.
- Resolved customer concerns in person and over the phone by explaining or replacing orders.
- Operated computer/cash register, accepted payments, and issued accurate change.
- Collaborated with cooks to ensure orders were processed accurately and efficiently.
- Routinely cleaned and restocked work areas such as the salsa bar, bathrooms, and dining area.
- Memorized menu items and ingredients to provide a quick service

Drive-Thru Cashier, Pollo Loco, Modesto, CA 8/2018 - 8/2019

- Greeted customers cheerfully and professionally as they approach the drive-thru window.
- Processed 50+ daily orders and input them correctly into the database.
- Assisted customers with questions such as food ingredients or availability of certain food items on the menu.
- Issued receipts, refunds, credits, or changes due to customers request
- Assisted with food preparation, packaged and checked items to ensure customers were receiving the correct items

SKILLS

- Proficient in Spanish