
Paul Jones

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WWW: [Bold Profile](#)

Summary

Hardworking professional with proven relationship-building and time management skills in fast-paced restaurant environments. Successful at handling tables of all sizes with accuracy and impeccable service skills. Strives to meet customer needs, drive satisfaction and promote long-term loyalty. Highly skilled in customer service with valuable experience as a waiter, adept at managing high-volume dining environments. Possess strong communication and interpersonal skills, ensuring positive guest experiences and efficient table management. Proven ability to improve workflow and enhance team efficiency, contributing significantly to the restaurant's reputation for excellence in service. Demonstrated adaptability and problem-solving capabilities in fast-paced settings, leading to increased customer satisfaction and repeat business.

Skills

- Superior attention to detail
- Data inputting
- Statistical modeling
- Microsoft proficiency
- AI Proficiency
- Analytical problem-solving skills
- Conducting research
- Identifying trends
- Statistical forecasting
- Database management
- Graduate-Level R Expertise

Experience

CURB SERVER | 05/2022 - Current

Swenson's Drive-In - Cleveland, OH

- Provided excellent customer service to ensure satisfaction.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Took orders from customers accurately and in a timely manner.
- Delivered food orders promptly and courteously.
- Responded efficiently to guest inquiries and complaints in a professional manner.
- Accurately recorded orders on cash register and point-of-sale system.
- Performed opening and closing duties such as setting up the dining area, restocking supplies..
- Handled money transactions accurately while following company procedures for handling cash payments.
- Provided exceptional service to high volume of daily customers.
- Circulated within assigned areas to assess and address customer needs, effectively prioritizing tasks during peak hours.
- Trained new employees to perform duties.
- Checked with guests to get feedback on food served, resolve issues, bring additional items and refill beverages.
- Maintained polite and professional demeanor to patrons to encourage inquiries and order placements.
- Developed rapport with guests and assisted in generating repeat business by providing exceptional customer service.

Education and Training

Case Western Reserve University - Cleveland, OH | Bachelor of Arts

Statistics , Expected in 05/2025

Case Western Reserve University - Cleveland, OH | Bachelor of Arts

Economics, Expected in 05/2025

Case Western Reserve University - Cleveland, OH | Minor

Accounting, Expected in 05/2025