

# Grace Nolan

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Date of Birth: 04/11/1968

## PERSONAL STATEMENT

Dedicated and customer-focused drive-thru operator with 3 years of experience in fast food and customer service environments. Skilled in food preparation, cash handling, and maintaining high standards of food hygiene. Proven track record of working efficiently in fast-paced kitchen environments while delivering excellent customer service.

## WORK EXPERIENCE

Drive-Thru Operator at Apache Pizza, 4/2023 - 9/2025

- Ensured compliance with food safety and hygiene standards
- Assisted in opening and closing procedures
- Trained 2 new team members on company procedures

Front of House Staff at Cafe Sol, 3/2021 - 5/2022

- Maintained knowledge of menu items and daily specials
- Coordinated with kitchen staff to ensure timely order delivery
- Supported management with administrative tasks

Crew Member at Nando's, 2/2019 - 6/2020

- Resolved customer complaints and ensured customer satisfaction
- Ensured compliance with food safety and hygiene standards
- Participated in team meetings and contributed improvement ideas

## EDUCATION

Master of Science in Sociology, Maynooth University (2020)

PhD in Human Resources, University of Limerick (2020)

## SKILLS

- teamwork

- food safety
- health and safety

- **HACCP**

- food presentation
- cooking
- scheduling
- inventory management
- Google Workspace
- Team Leadership
- Event Planning
- Fluent English

## **REFERENCES**

References available upon request