

Riya Rathod

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SUMMARY

Friendly and dependable food service professional with over 2 years of experience in fast-food joints. Skilled in customer service, cash handling, order accuracy, and teamwork. Flexible availability and committed to supporting smooth daily operations.

EDUCATION

Yorkville University

Bachelor of Interior Design

Toronto, ON

Oct 2022 – Present

SKILLS

- Customer Service & Communication:** Customer service excellence, conflict resolution, verbal communication, interpersonal skills, problem-solving, decision-making
- Cash Handling & Sales Operations:** Cash handling, POS system operation, order and payment processing
- Teamwork & Efficiency:** Team collaboration, multitasking, time management, flexibility, working in fast-paced environments
- Food Service & Safety:** Food and beverage preparation, food safety, hygiene standards
- Technical Skills:** Microsoft Office Suite (Word, Excel, Outlook), POS and retail software

EXPERIENCE

Tim Hortons

Toronto, ON

Team Member

Nov 2022 - Present

- Provide fast, friendly customer service** at the food counter and cashier, ensuring accurate order processing and a positive guest experience.
- Prepare and serve coffees, sandwiches, and other menu items**, maintaining high standards of quality, hygiene, and food safety.
- Handle cash and card transactions**, balance the till, and assist with customer inquiries and special requests.
- Collaborate with team members** to manage rush hours and keep the workspace clean and organized.

Pizzaiolo

Toronto, ON

Cashier

Jun 2024 – Nov 2024

- Efficiently took customer orders** and accurately processed payments using **POS systems**.
- Delivered friendly, professional service**, enhancing the dining experience and encouraging repeat visits.
- Maintained a clean and organized counter and dining area** during high-volume hours.
- Coordinated with kitchen staff** to ensure **timely, accurate food preparation and order delivery**.

McDonald's

Toronto, ON

Team Member

Dec 2023 – Jan 2024

- Completed required training** for the team member role, ensuring readiness for all daily tasks.
- Gained hands-on experience** and **mastered essential skills** for working in a **fast-paced environment** and providing excellent customer service.

AVAILABILITY

- Monday:** Opening – Closing
- Tuesday:** 2:00 PM – Closing
- Wednesday:** 2:00 PM – Closing
- Thursday:** Not available
- Friday:** Opening – 4:00 PM
- Saturday:** Opening – Closing
- Sunday:** Opening – Closing