

Riya Rathod

Scarborough, ON • vrathod1243@gmail.com • [+1 \(437\)-299-6161](tel:+14372996161)

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

Team Member

Toronto, ON

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

Cashier

Toronto, ON

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

Team Member

Toronto, ON

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