

JANIE HALSTEAD

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EDUCATION

Food Service Certificate and High School Diploma

Pioneer JVS, Shelby, OH
June 2012

KEY SKILLS

- Friendly service
- Efficient when under pressure
- Active listening skills
- Strong interpersonal communication skills
- Cash register operation and basic math skills
- Excellent customer service
- POS system entry for both taking orders and preparing guest receipts
- Certifications
- Safe food handling and service certificate earned from Pioneer Joint Vocational School and the State of Ohio

Skilled server with eight consecutive years of food-service experience, with a focus on interpersonal communications and customer satisfaction. Positive, friendly attitude and takes pride in accurately recording and serving customer orders. Fast learner with experience using company POS systems and checking out guests on the computerized cash register.

PROFESSIONAL EXPERIENCE

Server

Cocoa Barn Dessert Shoppe, Cleveland, OH | August 2016-present

- Greet customers and offer seating options
- Provide menu offerings and suggestions based on customer queries
- Enhance guest experiences by using active listening skills and interpersonal communications skills
- Record orders and deliver them to the kitchen area
- Serve cold and hot beverages
- Promptly serve orders when completed in the kitchen
- Provide excellent customer service by checking back to ensure customers were happy with their food
- Cash out guests on the cash register

Waitress

Devon's on the Hill, Charm, OH | May 2012-August 2016

- Served customers by taking orders and delivering beverages while meals were being prepared
- Made suggestions regarding popular dishes and specials when asked by customers
- Provided excellent customer service using interpersonal skills and a friendly attitude