

# Alana Image

Honolulu, HI 96826

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## Work Experience

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### **Retail Sales Associate**

Savers/Value Village-Mō'ili'ili, HI

February 2024 to Present

- Designated cashier/self checkout clerk
- Provided exceptional customer service, ensuring a positive shopping experience for all customers
- Demonstrated expertise in product features and benefits to assist customers in making informed purchasing decisions
- Built strong relationships with repeat customers, resulting in XX% increase in customer loyalty
- Assisted in the training of new sales associates, providing guidance on company policies and best practices
- Handled cash transactions accurately and efficiently, maintaining a balanced cash drawer at the end of each shift
- Maintained cleanliness and organization of assigned areas within the store
- Managed multiple tasks simultaneously during busy periods while maintaining attention to detail
- Processed returns/exchanges efficiently according to company policies
- Increased customer satisfaction by resolving product-related issues in a timely and satisfactory manner
- Collaborated with team members to achieve daily sales targets, fostering a positive work environment

### **Hostess/Cashier**

Island Vintage Coffee & Wine Bar-Honolulu, HI

February 2025 to July 2025

- Greeted and welcomed guests upon arrival, providing a warm and friendly atmosphere
- Managed the seating chart efficiently to ensure optimal use of available tables
- Effectively communicated with servers and kitchen staff to coordinate seating arrangements and maintain smooth flow of service
- Maintained cleanliness and organization at the hostess station, ensuring a visually appealing entrance for guests
- Assisted in resolving guest complaints or concerns promptly and professionally
- Implemented reservation system to enhance efficiency in managing reservations during peak hours
- Trained new host/hostess team members on proper greeting procedures, seating protocols, and customer service standards
- Utilized excellent communication skills to effectively handle high-pressure situations during busy periods
- Maintained knowledge of daily specials, promotions, and menu changes to provide accurate information to guests as needed
- Processed customer transactions accurately and efficiently, handling cash, credit cards, and electronic payments
- Assisted in training new cashiers on proper procedures for handling transactions and resolving customer issues
- Managed high-volume checkout lanes during peak hours while maintaining accuracy and speed

- Demonstrated strong attention to detail when processing complex transactions involving multiple payment methods

## Education

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### **Psychology, Art (Undergraduate)**

University of Hawaii at Manoa-Mānoa Valley, HI

August 2023 to Present

## Skills

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- Fast learner
- Retail customer service
- Organizational skills
- Good listener
- Food preparation
- Hardworking
- Coffee experience
- Cashiering
- Quality work ethic
- POS
- Phone etiquette
- Reliable
- Google Docs
- responsible
- Communication skills
- Time management
- Food handling
- Food & beverage industry
- Babysitting
- Stocking
- Cash Handling
- Coffee shop