

RESUME #206

OBJECTIVE

Highly motivated, dedicated, and results driven professional to secure a position with your company or organization as a *Server, Host, Cashier, or other position as applicable*, utilizing my skills, training, and experience

SUMMARY OF QUALIFICATIONS

- Over 7 years' experience in various roles with a national chain restaurant, including a restaurant situated within a national chain hotel with server and room service responsibilities, performing a range of duties alternately as a Server in both restaurant and banquet environments for up to 300 guests, Host, and/or Cashier
- Over 15 years' experience in several positions in the healthcare industry, including 6 years' as a CNA in nursing home and post-op rehab as well as group home settings, caring for individuals with developmental disabilities, and ensuring safety and well-being
- Trains new employees upon supervisor requests, delegating minor assignments to gauge comprehension of job duties and responsibilities, monitoring all work for quality, expediency, safety, and proper employee/customer interactions, conducting performance assessments, and consulting with upper management for employee status/progress reports
- Over 20 years' experience providing uncompromising highest standards of customer service in the restaurant, coffee shop (as a barista with Starbucks), hospitality, and healthcare industries, determining situational needs and requirements, assisting customers with their product/service selections, offering solutions customized to individual preferences, and resolving issues to their complete satisfaction
- Strong communications, detail-oriented, analytical, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects on or ahead of critical deadlines
- Leverages technology to enhance productivity, Windows, MS Office (Word and Excel), Internet research, and email
- Works well independently or in a team environment

PROFESSIONAL EXPERIENCE

10/09 – Pres. *Daycare Assistant*

Private Client, Niagara Falls, NY

- Assists client with various duties and responsibilities in caring for 2 children, ages 9 and 5 years old including feeding, bathing, dressing, providing learning through play activities as well as assisting with homework, and more
- Performs light housekeeping duties as well as preparing and cooking meals as needed, including breakfast, lunch, snacks, and dinner

10/04 – 09/10 *Server / Host / Cashier*

Perkins Restaurant, Williamsville/Niagara Falls, NY

- Greeted customers, took their food and beverage orders, and delivered items to their respective tables, following up on special requests promptly and courteously
- Brewed coffee and prepared/served coffee and tea
- Operated credit card readers, POS systems, and cash registers, cashing out patrons' orders, returning exact change, and maintaining balanced drawers
- As the Host, seated patrons at tables per fair rotation for up to 10 servers and distributed menus, informing individuals of daily specials or promotions
- Assisted management opening the restaurant on Fridays, including preliminary set ups of equipment, preparations of food, and other processes prior to business hours receiving customers at 6 AM

05/07 – 10/09 *Server / Host / Room Service / Cashier*

Holiday Inn / Pepper Tree, Niagara Falls, NY

- Responsible for serving breakfasts, lunches and dinners for patrons, hotel guests, and visitors accommodating dine-in, take-out, or room service options
- Trained new employees, delegating work orders, monitoring all work activities, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Answered phones, took breakfast, lunch, dinner, and room service orders, and responded accordingly
- Utilized in multiple capacities and functioned alternately, occasionally all positions throughout the shift, as a server, host, cashier, and room service, with an overriding focus on providing highest standards of customer service to ensure an overall welcoming and positive customer experience

EDUCATION & TRAINING

Retail Management (course studies), 1986, Medaille College, Buffalo, NY

GED, 1985, Adult Education Center, 24th Street School, Niagara Falls, NY