**Joe Jobscan**

1212 Jobscan Ln 98101 ♦ (555) 555-5555 ♦ joejobscan@jobscan.co

Skills

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| * Beverage preparation * Menu memorization * Cash handling * Guest seating arrangements * Dining area cleanliness * Daily specials memorization * Stocking and replenishing | * Hospitality service expertise * Communication skills * Work great with others * Hardworking * Responsible * Motivated |

Work History

**Server & Bartender**, 09/2013 to Current

**Joe’s Bar & Cafe** – Seattle, WA

* Collected credit card, cash and gift certificate payments from customers and made proper change for cash transactions
* Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously
* Enhanced operational efficiency by using slow periods to restock employee and customer supplies, including ice, condiments, utensils, napkins, trays and delivery bags
* Kept register accurate through correct billing, payment processing and cash management practices
* Kept updated knowledge of menu and chef specials to provide recommendations according to tastes and specific allergies
* Trained incoming staff on restaurant's practices, culture and procedures to maximize job satisfaction and productivity
* Delivered orders in timely manner and corrected all issues to ensure guest satisfaction
* Arranged tables for customers, following established preparation procedures to provide guests with excellent experiences and foster repeat business
* Checked identification to enforce age requirement for alcoholic beverages

**Cashier Server**, 06/2014 to 09/2016

**Patty’s Pastries,** Seattle, WA

* Maintained current knowledge of store promotions and highlighted sales to customers
* Completed special orders for customers, provided gift wrapping and prepared packages for shipments to maintain customer satisfaction
* Cooked and assembled food by heating and bagging
* Counted cash in register drawer to balance register at beginning and end of shift
* Refilled stock of silverware, napkins and items in restaurant environments
* Took, gave change and verified over $ (amount) of cash and credit payments daily, consistently maintaining accuracy and efficiency
* Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers

**Server**, 04/2013 to 02/2016

**Leona’s Restaurant** – Seattle, WA

* Enhanced operational efficiency by using slow periods to restock employee and customer supplies, including ice, condiments, utensils, napkins, trays and delivery bags
* Kept updated knowledge of menu and chef specials to provide recommendations according to tastes and specific allergies
* Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously
* Collected credit card, cash and gift certificate payments from customers and made proper change for cash transactions
* Cleaned outdoor eating area and indoor dining room by wiping tables, placing trash in receptacles and restocking napkin dispensers
* Kept register accurate through correct billing, payment processing and cash management practices
* Replenished food items and other supplies, which included paper products and canned goods to keep pantry well-stocked during busy periods
* Delivered orders in timely manner and corrected all issues to ensure guest satisfaction
* Trained incoming staff on restaurant's practices, culture and procedures to maximize job satisfaction and productivity
* Helped customers place orders, explained menu items and suggested appropriate options for food allergy sufferers
* Arranged tables for customers, following established preparation procedures to provide guests with excellent experiences and foster repeat business

Education

**Associate of Arts**: 08/2017-06/2019

**DePaul University** - Chicago, IL

Certifications

* Certified Nurse’s Assistant
* CPR certified through American Heart Association
* STEM Award