Server/Customer Service

Sample Resume

**MELISSA McCARTHY**

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**PROFESSIONAL PROFILE**

* Over 7 years accumulated experience in Customer Service
* Proven ability to communicate with kitchen staff, provide orders to customers, collect cash, and maintain proper accountability for orders and funds
* Firsthand experience with point of sale (POS) system and cash registers
* Impeccable attitude and professionalism when interacting with co-workers, superiors, and customers
* Excellent communication skills with ability to relate easily and openly with all ages, personality types, and various ethnic origins
* Exceptional skill at solving customers service issues by attending to needs of customers, taking the time to discover the problem, and liaising with management team
* Commended for enthusiastic, resourceful outlook and boosting staff moral
* Effective team player with ability to work independently

**EMPLOYMENT EXPERIENCE**

**SERVER**

*Rainforest Café*, Niagara Falls, Ontario 2015

*Hooters*, Niagara Falls, Ontario 2013 - 2014

*Outback Steakhouse*, Niagara Falls, Ontario 2012 - 2013

* Consistently provided professional, friendly, and engaging service
* Provided guests with a memorable dining experience; recognized several times on guest surveys for outstanding services
* Guided guest through menus while demonstrating thorough knowledge of the food, ingredients, and beverages
* Skilfully promoted items on beverage lists and restaurant specials
* Maintained a positive attitude and kept calm during very stressful and fast-pace dinner rushes
* Mustered multitasking and time management skills by anticipating guest needs and pre-emptive planning for unexpected obstacles
* Welcomed and coached new staff members with company guidelines and useful work habits

**SHUTTLE DRIVER**

*The Beach Gardener,* Waterloo, Ontario 2010

* Tracked time spent on assignments each day for productivity reporting
* Picked up incoming stock and delivered materials to designated locations
* Sorted cargo received by account number and intended location

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**BARTENDER**

*Relax Bar and Grill,* St. Catharines, Ontario 2010

* Assertively upsold alcoholic beverages, appetizers, and desserts
* Routinely cleaned work areas and glassware
* Restocked the bar, refilled condiments, organized pantry area, swept and mopped floors

**CASHIER**

*Tim Hortons*, Thorold, Ontario 2008 – 2010

* Greeted customers entering the store to ascertain what each customer wanted or needed
* Provided an elevated customer experience to generate a loyal clientele
* Assisted customers with food selection, inquiries, and order customization requests

**EDUCATION**

**Associate of Applied Science – Pre-Health Sciences**

*Niagara College*, Welland, Ontario 2013

**Smart Serve Certificate**

*Job Gym*, Welland, Ontario 2010

**OSSD**

*Centennial Secondary School*, Welland, Ontario 2009

**REFERENCES AVAILABLE UPON REQUEST**

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