

Name

Address
address
phone:
email

Experienced waitress who knows the customer is king and uses that knowledge to drive sales, resulting in consistently achieving daily high sales in all environments.

HIGHLIGHTS

- Consistently produced **top daily sales** in all positions held
- Former business owner, can boast **100% customer satisfaction** rate with no complaints in a four year period
- **Promoted to management** through consistently demonstrating high professionalism, competence, and a strong work ethic
- Promoted start up company, **building a thriving business** in a heavily customer service oriented industry

WORK EXPERIENCE

Restaurant
2015-2016

Waitress

- Greet customers, specializing in making them feel appreciated
- Take orders and serve drinks,
- Promote specials

Tanning place
2011-2014

Tanning Application Specialist/Make-up artist (Proprietor)

- Assess customer's body types to determine best way to apply a smooth, natural-looking tan
- Regularly received compliments on the quality of tan provided, earning several regular customers, including entire cheer-leading team
- Place ads, networking, manage advertising budget
- Take calls and schedule appointments
- Order supplies and maintain inventory levels
- Collect and manage revenue
- Accounts payable
- Manage equipment maintenance ensuring no missed appointments for unexpected repairs
- Assess skin and face type to determine best products and colours to best highlight features

Restaurant
2008 – 2015

Shift Manager/Lounge Server (Winnipeg and Vancouver locations)

- Provide superior customer service
- Daily till log-out
- Complete daily cash-out

- Conduct check-overs at end of day to ensure end of day task completion by waitresses
- Table touching – visit and chat with tables to promote quality customer dining experience
- Mentor/train new employees
- Manage work flows; send employees home to ensure compliance with maximum labour/revenue ratios

EDUCATION

Place

Business Management 2014

- Building a business plan
- Marketing and managing a small business
- Navigating Statistics Canada website
- Microsoft Excel

Some School of Esthetics

Certified Esthetician 2008

- Skin care
- Make-up application