

# **Nancy Casolary**

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## **Customer Service/Receptionist/Server**

I desire to work in a friendly and dynamic environment. Whether it's serving food or helping a customer behind a desk, I always provide excellent customer service. I excel in building positive customer relationships.

### **Work History**

**September 2013-Present (On Call)  
The Party Staff  
Formal Banquet Server**

My duties include:

- Serving the Guests the hors d'oeuvres, salads, main meals and desserts along with refilling their drinks.
- Setting up the tables with tablecloths, candles, flowers and silverware.
- Setting up the bar area.
- Helping with the cleanup by clearing off all the tables, taking the plates and glasses off the tables with trays.
- Working in a team atmosphere.
- Stocking and Re-stocking all the condiments if needed throughout the banquet.

I worked at Google also with setting up tables for their disposable buffets. I was designated a section of tables and had to make sure that the food was always available for the guests. I was in complete charge of the banquet in my section and making sure the guests were happy.

I have received Certificates for the following: Formal Dining, Leadership, Food Handlers and Basic Server.

**July 1992-August 2013**  
**The Flames Restaurant, San Jose, CA**  
**Server and Cashier**

**My Duties Included:**

- Opening and closing the restaurant daily
- Providing all serving duties such as food service, cashiering, and to go orders
- Helping out with all team activities and meetings
- Stocking and keeping track of inventory
- Helping the bust boys clean off the tables
- Training all the new employees on the proper procedures
- Doubling as cashier frequently
- Easily was able to juggle multiple parties at the same time in my section

**Additional Skills**

Time Management- I am able to efficiently complete what tasks or orders need to be done in a timely manner.

Experience- I have over 20 years in Food Handling and working with customers

Great at Customer Service- I am a "people person" which makes me great at Customer Service. I am always professional and nice.

I can type 50 words a minute

Great phone skills!

I am organized and punctual.

I excel in multitasking and prioritizing.

I have excellent recall.

I can operate a cash register easily.

I have basic knowledge of Microsoft Word.

I am a fast learner.

**Education**

High School Diploma

**References**

References given upon request