

Daphne Bailey

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Objective

A position which will allow me to build upon my customer service and communication skills.

Summary of Qualifications

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative and clerical procedures, including computer skills.
- Managerial skills to provide valuable communication tools to employees and ensure that they are prepared for the work required of them.
- Enjoy working with people; have a positive attitude and a heart to help others.

Experience

Customer Service

- Checked with customers to guarantee that they are enjoying their meals and take action to correct any problems.
- Checked to ensure that appropriate changes were made to resolve customer's problems.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.

Food Service

- Received, handled and prepared food.
- Trained employees to handle food preparation, cooking, and food safety.

Communication

- Completed and managed work schedule, calendars and appointments for 10-15 employees.
- Oversaw development of a family-owned business.
- Conducted Small group sessions on spiritual tools.
- Worked with various populations and learned different communication styles as a result.
- Learned how to take constructive criticism and maintain a positive outlook.

Experience

Tailor	PLA	Corona, CA	2010-2013
Cashier and Waitress	Heart's Cafe	Ashland, OR	2000-2008
Cashier and Cook	Pittman's BBQ	San Francisco, CA	1998-2000

Education

Woodrow Wilson High School San Francisco, CA

1992-1995