

Joe Furch

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OBJECTIVE

To obtain a position where my customer relations experience can be fully utilized in a challenging environment to improve customer satisfaction and enhance the company brand name and achieve the corporate goals.

SKILLS:

- Knowledge of MS Office programs
- Ability to work with high confidential information
- Good data entry and type 40 wpm
- Skilled in operation of office machinery to include switchboard, fax & copy machine
- Detail oriented
- Excellent written and verbal communication
- strong problem solving skills
- Team oriented and work well independently
- Knowledge of investigative techniques
- Ability to meet deadlines and goals with high degree of honesty, integrity and good judgment
- Effective leadership
- Outspoken and Presentable

EDUCATION:

Associates Degree,

California Foods Handlers

Consumnes River College

Cert Number 880274

Expected Graduation: June 2017

Exp. 6/27/15

EMPLOYMENT HISTORY:

June 2014- Present

IHOP

Sacramento, CA

Restaurant Waiter

- Adept at answering telephones and processing financial transactions
- **Improved restaurant customer services**
- Maintained cleanliness in dining area.
- Helping kitchen staff with food preparation
- Provided consistent prompt friendly services.
- **Assisted guest in menu decisions.**

October 2013- June 2014

BJ's Restaurant

Elk Grove, CA

Restaurant Waiter

- Duties include familiarizing guests with menu and daily specials, accurately recording food and drink orders, running multi-course meals, and tallying bills.
- Memorize details of daily specials, seasonal menu items and options, as well as rotating craft beer options.
- Direct customers to meal add-ons and specialty drinks of perceived value to increase sales.

June 2012- June 2013**Native Foods Café****Santa Monica, CA****Restaurant Waiter**

- Provided friendly customer service to new & current customer.
- Maintained cleanliness in dining area.
- Provided consistent prompt friendly services.
- Assisted in food preparation upon serving to guest

January 2010- May 2012**Little Bear's Day Care****Sacramento, CA****Child Care Assistant**

- Supported children's emotional & social development,
- Encouraged understanding of others and positive self-concepts.
- Sanitized toys and play equipment.
- Identified signs of emotional or developmental problems in children and bring them to parents` or guardians` attention.
- Observed and monitored children's activities.
- Instructed children in health and personal habits, such as eating, resting, and toilet habits
- Read to children and teach them simple painting, drawing, handicrafts, and songs.
- Assisted in preparing food for children and serve meals and refreshments to children and regulate