

Colleen Down

San Francisco, CA

Phone: (530) 353-9768 • Email: Colleendown13@gmail.com

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.
- Consistently receives positive feedback from supervisors for being reliable and dependable
- Finely tuned organizational skills with a high value for productivity and exceeding deadlines
- Enjoys learning and dedicating self to high performance on the job

Experience

Food Services

- Checked with customers to ensure that they are enjoying their meals and took action to correct any problems.
- Collected payments in credit, check or cash, from customers.
- Wrote patrons' food orders on order slips, memorized orders, or entered orders into computers for transmittal to kitchen staff.
- Performed food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
- Checked patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Served food or beverages to patrons, and prepared or served specialty dishes at tables as required.

Cleaning

- Cleaned rooms and guest areas up to hotel standards.
- Washed dishes, glassware, flatware, pots, or pans, using dishwashers or by hand.
- Maintained kitchen work areas, equipment, or utensils in clean and orderly condition.
- Performed cleaning duties, such as sweeping and mopping floors, vacuuming carpet, tidying up server station, taking out trash, or checking and cleaning bathroom.

Management

- Managed and trained a staff of five employees.
- Observed and monitored staff performance to ensure efficient operations and adherence to facility's policies and procedures.
- Provided assistance to staff members by inspecting rooms, setting tables, or doing laundry.

Experience

Waitress/Bartender	Timberline	Stonyford, CA	05/12 – 12/12
City Carrier	USPS	Paradise, CA	01/11 – 07/11
Hotel Manager	Super 8	Willows, CA	04/09 – 12/09

Education

High School Diploma	Sierra Vista	Folsom, CA	April 2015
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