

Becca Richards

Server

Rebecca Richards

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Summary

With my vast experience in customer service this makes me the perfect candidate to provide accurate, quick, and efficient customer service from the point of the first interaction with clientele to their departure. I hope to join your friendly and cohesive team and provide service that I can take pride in.

Experience

The Rock Wood Fired Pizza / Cocktail server & Supervisor

February 2017- Present

Working full time, six nights a week I perform a variety of duties. My organizational and efficiency skills as well as customer service techniques are used heavily while waiting on as many as 14 tables at a time. Because of my high performance I was chosen to be the trainer for all new servers.

While acting as a supervisor I am responsible for the entire restaurant's efficiency, customer satisfaction, and delegating tasks to maintain high standards of cleanliness and safety. I complete nightly closing paperwork; this includes handling of money, gathering bank deposits, and using Excel and Aloha systems.

Five Guys Burgers / Manager

March 2016- January 2017

As a shift lead I was responsible for completing food orders and taking inventory, working point of sales system, delegating tasks, completing paperwork in Excel as well as Red Prairie, handling money, deep cleaning restaurant, cooking (grill, fryer, and food prep experience), and handling customer comments and complaints.

Herfy's Burgers / Crew Member

January 2013-March 2016

While working at Herfy's I performed food preparation, cleaning of the kitchen, organizing food orders when they were received, taking customer orders, working point of sales system, washing dishes, and cooking on a grill and with fryers. I was also responsible for training new employees.

University of Washington Tacoma

Fall 2017- Present

Bachelors of Business to be obtained by 2021

Education