

Jennifer Rios

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Professional Summary

Problem-solver with experience in customer service.

Hardworking Cashier with a strong background in work environments, as well as a high level of accuracy and efficiency.

Upselling target items and providing positive customer experiences to increase loyalty and repeat business. To process customer payments efficiently, you should be able to operate cash registers and point-of-sale systems.

Take accurate payments, accurately calculate cash, detect counterfeit bills

Upselling target items and providing positive customer experiences to increase loyalty and repeat business

Server with 5 years of experience in front-of-house and back-of-house roles.

Skills

- Cash management
- Customer service
- Cleanliness
- Payment accepting
- Credit and cash transactions
- Currency counting
- POS operations
- Basic math skills
- Cash counting
- Good telephone etiquette
- Money handling

Education

High School Diploma - 2015

Youth Opportunities Unlimited Alternative High School - Los Angeles, CA

Work History

Cashier - May, 2015 to September, 2018

LAX airport (LAX) - Los Angeles, CA

- Add up all of the payments I've received throughout the day.
- Keep checkout areas clean and orderly, as well as perform other cleaning tasks such as mopping floors and emptying trash cans.
- Provide outstanding customer service to all customers who enter the store.
- Handled point-of-sale transactions such as checks, cash, debit and credit card purchases, and refunds.

Server - May, 2015 to September, 2019

LAX airport (LAX) - Los Angeles, CA

- Kept up to date on the menu and special offers, recommending specific items based on customer preferences and food allergies.
- Assisted customers in placing orders, explained menu items, and suggested appropriate alternatives for customers with food allergies.
- Verified that all [Number] square feet of the restaurant and lounge were clean enough to meet state and federal standards.
- Memorized restaurant wine stock and appropriate entree pairings, resulting in \${Amount} in daily wine

sales.

- Took credit card, cash, and gift certificate payments and gave cash transactions change.

Hostess – January, 2021 to October, 2021

California Pizza Kitchen – Los Angeles, CA

- Took credit card, cash, and gift certificate payments and gave cash transactions change.
- Maintaining accurate waitlist quotes while efficiently directing the seating of guest parties
- Kept an eye on guests for signs of intoxication and immediately alerted management, ensuring a safe and welcoming environment for all patrons.
- Collaborated with front-of-house staff to reposition tables and rearrange seating to accommodate groups with special needs.
- Oversaw the dining area with natural leadership abilities and organizational strategies focused on balancing guest and business needs.