

**Ashley L. Waak
235 W. 6th Ave Apt B
Escondido, CA 92025
(760) 547-4347 cell.**

Objective:

To provide the company to which I am employed an enthusiastic, responsible and trustworthy employee. Remain an effective team player in an enhancing environment. To obtain a position with a reputable agency that will provide the opportunity for advancement enabling me to use my abilities to the fullest. Remain open to learn about technique, equipment, style and management. Remain open, humble and teachable.

Commitments:

I have every intent of remaining in a learning position and sharing with others my knowledge in any field I become involved. I learn extremely fast. I can commit to you to remain someone who is dedicated, produces quality work on time and is not afraid to accept responsibility for mistakes. I have acquired immense knowledge by studying under many influential people over the past few years. I am interested in taking any courses and reading everything I can on any business to which I am employed to keep my career abreast of changing times. With training, an open mind, and daily practice in my discipline, my craft can only improve. This commitment and future plans are deeper than just work. I have made my career choices very personal, very serious and intend to provide integrity to any agency for which I am involved.

Education:

FALLBROOK UNION HIGH SCHOOL
Fallbrook, CA
Completed all required courses to graduate fully.

PALOMAR COLLEGE
San Marcos, Ca.
Studied courses towards obtaining general education degree.

Work Experience:

Center City Dental Lab

Position: Front Desk Receptionist

Duties:

Answering phone calls

Check in all incoming cases

Input data into computer

Dispatch drivers

Order supplies

Close invoices

ThriveAffordable Vet Care 12/2020 – Present
Encinitias, CA

Position: Receptionist / Customer Service.

Duties: Responsible for welcoming guests and takes checkin their patients and into questions. Confirming appointment details to Dr. on shift. Update patient records and information. Creating invoices and completing payment process at completion of appointments. Clean and organize work area. Work steadily and accurately. Keep all display areas cleaned at all times. Perform other duties as assigned. Handle cash and credit transactions. Familiar as Microsoft Office.

Pala Casino Cafe Amore' / Noodles Restaurant 06/2009 – 12/2020
Pala, CA

Position: Counter Attendant / Customer Service.

Duties: Responsible for welcoming guests and takes their food / drink order at the counter at both Cafe Amore' and Noodles Restaurant. Thoroughly learn menus. Learn and perform proper stocking, storage and rotation techniques. Clean and organize work area. Utilize mechanical kitchen equipment. Work steadily and accurately. Keep all display areas cleaned at all times. Perform other duties as assigned. Handle cash and credit transactions.

- Balance receipts and payments in cash registers.
- Clean and polish counters, tables, and other equipment, and clean glasses, dishes, and fountain equipment.
- Prepare bills for food, using cash registers, calculators, or adding machines, and accept payment or make change.
- Perform cleaning duties such as sweeping, table cleaning and cleaning up any spills to keep equipment and facilities sanitary.
- Serve food, beverages, or desserts to customers in such settings as take-out counters of restaurants and hotel rooms.
- Prepare food items, such as sandwiches, salads, and ice cream dishes, using standard formulas or following directions.
- Brew coffee and tea, and fill containers with requested beverages.
- Wrap menu item such as sandwiches, hot entrees, and desserts for serving or for takeout.
- Replenish foods at serving stations.
- Take customers' orders and write ordered items on tickets, giving ticket stubs to customers when needed to identify filled orders.
- Serve salads, vegetables, meat, breads, and cocktails, ladle sauces, portion desserts, and fill beverage cups and glasses.
- Set up dining areas for meals and clear them following meals.
- Deliver orders to kitchens, and pick up and serve food when it is ready.
- Arrange reservations for patrons of dining establishments.

Skills

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Service Orientation - Actively looking for ways to help people.

Knowledge

- Sales and Marketing - Knowledge of principles and methods for showing, promoting, and selling products or services.
- Customer and Personal Service - 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.
- Food Production - Knowledge of techniques and equipment for consumption, including storage/handling techniques.
- English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Public Safety and Security - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Work Skills

Work in personnel problem resolving. Customer service & people skills, Typing 50 WPM, computers (All Macintosh Windows operating systems) Software: MS Word, Excel, Powerpoint.

Other Skills: Office machines, fax machines, computers, data entry, and phone systems. Ability to work in a high stress and pressured environment, team worker. Remaining teachable. Ability to multi-task, delegate as necessary, and take responsibility for own mistakes. Common sense.

References: (Professional)

Pala Casino
11154 CA-76 , Pala, CA
Ahn Nguyen, (Manager)
(760) 510-5100

Pala Casino
11154 CA-76 , Pala, CA
Liz Moreno, (Co-Worker)
(951) 667-9325

Personal:

Paul Smith (Driver – UPS)
San Marcos, CA

(760) 622-7895

Shelly Figueroa (Manager - Boys and Girls Club of San Marcos.)
San Marcos, CA
(760) 522-5905