EMILY STINNETT

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PROFESSIONAL SUMMARY

I grew up in a small Texas town where honesty and accountability are two of the most valuable qualities one can possess. As I've grown older, I've discovered that I'm quite versatile and get along with just about everybody. In every profession where I've worked, people skills have been critical. I am and have always been a diligent worker who is prepared to learn new skills in order to assist in any capacity. I am proud of my ability to adapt to a fast-paced setting and assist others when necessary.I have spent the summer working in a restaurant on resort/ ranch in Montana and have loved every minute. I have gained knowledge and insight to the service industry that makes me feel confident in my ability to provide guests with with a great experience.

SKILLS

- Customer service
- Communication skills
- Order accuracy
- Cash Handling
- Menu memorization
- Positive attitude
- Organization
- First Aid/CPR

EDUCATION

High School 2017
Sweeny High School | Sweeny, TX

Some college (No degree) | Marketing
University of Phoenix | Online

WORK HISTORY

Server | Bulldog Cafe | Sweeny, TX 8/16 - 10/18

- Kept up to date on the menu and special offers, recommending specific items based on customer preferences and food allergies.
- Was frequently complimented by customers for going above and beyond my normal responsibilities.
- Made sure that the kitchen was kept clean and free of debris and water.
- Kept the tables clean and tidy with tableware, glassware, silverware, and linens.
- Upsold high-profit items like appetizers and mixed drinks to boost sales.
- Greeted regular customers and maintained relationships with them.

Event Assistant | Pressplay | Las Vegas, NV 2/17 - 10/20

- Used excellent communication and interpersonal skills to ensure smooth and efficient operations when interacting with all parties, including children, parents, management staff, and fellow team members.
- Greeted guests and directed them to the appropriate area or activity.
- Made guests aware of the venue's rules and reported any infractions or violations to the proper authorities.
- Assisted with event set-up according to instructions, ensuring that everything was ready on time.

Private School Teacher | Sweeny Christian School | Sweeny, TX 8/17 - 5/22

- Completed student progress reports to inform students and parents of their strengths and areas for improvement on a daily basis.
- Improved student learning by combining a variety of instructional strategies and engaging classroom activities.
- Alternated between formal and informal teaching methods, such as debates, practical activities, and experiments to keep students interested.
- Developed and deepened relationships with students, family members, and faculty to promote optimal student learning environments.
- Kept in touch with parents, students, and faculty on a regular basis to provide feedback and discuss instructional strategies.

Nanny | Local Family | Sweeny, TX 8/19 - 5/22

- Communicated with children at age-appropriate levels to encourage understanding and foster relationships.
- Made appointments with the doctor, dentist, and hairdresser.
- Regulated the schedules of my children in order to strike a balance between rest, learning, and play.
- Kept the parents' contact information, the emergency services phone number, and the child's medical history on hand in case of an emergency.
- Participated in after-school activities such as sports and homework.

Server | Under Canvas Yellowstone | West Yellowstone, MT 5/22 - Present

- Kept up to date on the menu and special offers, recommending specific items based on customer preferences and food allergies.
- Was frequently complimented by customers for going above and beyond my normal responsibilities.
- Assisted customers in placing orders, explained menu items, and suggested appropriate alternatives for customers with food allergies.
- Maintained table settings by promptly and courteously removing courses, replacing utensils, and refilling beverages.
- Worked closely with managers and kitchen staff to provide excellent, up-to-date customer service.
- Cleaned and coordinated the cleaning of both indoor and outdoor dining areas, including wiping tables, placing trash in receptacles, and restocking supplies.
- Resolved guest and employee complaints to ensure complete customer satisfaction and workforce effectiveness.
- Kept the tables clean and tidy with tableware, glassware, silverware, and linens.
- Addressed guest concerns and issues, taking steps to resolve issues and boost customer satisfaction.
- Took credit card, cash, and gift certificate payments and gave cash transactions change.
- Seated guests at tables with courtesy, providing menus, and accurately recording drink orders.
- Was in charge of training new employees.
- Checked identification to enforce age restrictions for alcoholic beverages.
- I'm able to work effectively under duress.
- Informed the manager about any accidents, injuries, or unsafe working conditions.
- Delivered orders to tables in a timely manner and according to the specifications requested.