

# Jordan Smith

## Fast Food Service Specialist

### PROFESSIONAL PROFILE

Dynamic and customer-oriented professional with extensive experience in the fast-food industry demonstrated across multiple roles. Known for exceptional efficiency in order processing, food preparation, and customer service. Skilled in maintaining high standards of cleanliness and hygiene and adept at working in fast-paced environments. Proven track record of enhancing customer satisfaction and streamlining service operations. Eager to bring a strong work ethic, team collaboration skills, and a positive attitude to the McDonald's team in Springfield, IL.

### CONTACT

Phone: **555-123-4567**  
Address: **Springfield, IL**  
Email: **jordan.smith@email.com**

### EXPERIENCE

#### Tasty Burgers - Springfield, IL

##### Cashier & Food Prep

APRIL 2021 - PRESENT

- Efficiently managed the front counter, taking orders and processing payments with a focus on speed and accuracy, resulting in a 10% decrease in average customer wait time.
- Prepared and assembled food items, ensuring adherence to Tasty Burgers' quality standards and recipes, contributing to a 15% increase in customer satisfaction ratings.
- Maintained a clean and organized work area, following strict health and safety guidelines to ensure a hygienic food service environment.
- Actively participated in team meetings and contribute ideas for menu improvements and promotional strategies, several of which have been successfully implemented.

#### Jake's Chicken Shack - Springfield, IL

##### Team Member

SEPTEMBER 2019 - MARCH 2021

- Specialized in food preparation, cooking, and presentation, consistently receiving commendations for efficiency and quality of work.
- Provided exceptional customer service, handling inquiries and resolving issues promptly, leading to a noticeable improvement in guest feedback.
- Assisted in inventory management, including stock rotation and monitoring supply levels, reducing food waste by 5%.
- Collaborated with team members during peak hours to ensure a smooth workflow, effectively reducing order turnaround time by 20%.

#### City Diner - Greenfield, IL

##### Hospitality Intern

JUNE 2018 - AUGUST 2019

- Assisted in providing efficient table service and customer interaction, contributing to improved customer satisfaction and repeat visits.
- Supported kitchen and dining area operations, focusing on maintaining cleanliness and organization in line with health and safety standards.

### EDUCATION

#### Lincoln High School, Springfield, IL

##### High School Diploma

GRADUATED: JUNE 2019

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## CERTIFICATIONS

- Certified ServSafe Food Handler
- National Retail Federation Customer Service Certification

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## SKILLS

Technical Skills:

- Proficient in food preparation and packaging
- Experienced in cash handling and transaction management
- Knowledgeable in health and safety compliance
- Skilled in cleaning, maintenance, and inventory management
- Familiar with menu offerings and food quality standards
- Capable of operating kitchen equipment

Soft Skills:

- Strong customer service and communication abilities
- Teamwork and collaboration
- Attention-to-detail
- Time management
- Active listener

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## LANGUAGES

**English (Fluent), Spanish (Native)**

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## HOBBIES & INTERESTS

- Culinary Enthusiast: Experimenting with diverse recipes and techniques.
  - Community Volunteer: Active participant in local events and initiatives.
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